



SERVICE • TRANSPARENCY • ACCOUNTABILITY

CITIZEN'S CHARTER

2026 • First Edition

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LOCAL GOVERNMENT UNIT OF BAYAMBANG

CITIZEN'S CHARTER

2026 (1st Edition)



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FOREWORD

THE LOCAL GOVERNMENT UNIT OF BAYAMBANG, PANGASINAN, STANDS COMMITTED TO FULFILLING THE DUTY BY THE STANDARDS OF REPUBLIC ACT 11032, OTHERWISE KNOWN AS THE EASE OF DOING BUSINESS AND THE EFFICIENT GOVERNMENT SERVICE DELIVERY ACT.

IN COMPLIANCE WITH THE MANDATE, THE MUNICIPAL GOVERNMENT OF BAYAMBANG, PANGASINAN HAS PREPARED THE CITIZEN'S CHARTER 2024 FIRST EDITION AND WAS INSTITUTIONALIZED THROUGH MUNICIPAL ORDINANCE NO. 07, S-2023, AN ORDINANCE INSTITUTIONALIZING THE CITIZEN'S CHARTER OF THE MUNICIPALITY OF BAYAMBANG, AND FOR OTHER PURPOSES, WHICH WAS APPROVED ON OCTOBER 9, 2023.

THIS CITIZEN'S CHARTER IS A TESTAMENT TO THE LGU BAYAMBANG'S COMMITMENT TO TRANSPARENCY, ACCOUNTABILITY, AND EFFICIENCY IN DELIVERING PUBLIC SERVICES TO THE RESIDENTS AND STAKEHOLDERS OF BAYAMBANG.

THIS CHARTER – FRAMED THROUGH THE COLLECTIVE EFFORT OF ALL OFFICES AND PERSONNEL OF THE UNIT – SHALL SERVE AS A GUIDE, DETAILING STEP-BY-STEP PROCEDURES FOR AVAILING VARIOUS SERVICES FROM ALL OFFICES WHILE GUARANTEEING A CERTAIN LEVEL OF PERFORMANCE THAT YOU, THE PUBLIC, CAN EXPECT.

MARY CLARE JUDITH PHYLLIS JOSE-QUIAMBAO
Municipal Mayor



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**I. MANDATE:**

Republic Act No. 11032 or “Ease of Doing Business and Efficient Government Services Delivery Act of 2018” mandates the Local Government Units (LGUs) to implement and administer the efficient turnaround of the delivery of government services and the prevention of graft and corruption in the local government. The promotion of integrity, accountability, proper management of public affairs and public property, as well as to establish effective practices shall be built-up and maintained by the municipality to promote transparency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions.

Likewise, LGU-Bayambang will expedite the adoption of the “*Zero-Contact Policy*,” where no government officer or employee shall have any contact, in any manner, unless strictly necessary with any applicant or requesting party concerning an application or request, except during the preliminary assessment of the request and evaluation of the sufficiency of submitted requirements, as mandated under Sec. 7 of the Act.

The aforementioned law substantially provides that LGU-Bayambang is dedicated to upholding the national policy on anti-red tape and ease of doing business in the country. Therefore, the Citizen's Charter has been formalized as an official document under Municipal Ordinance No. 07, S-2023. This ordinance outlines the Citizen's Charter as the reference for all clients who transact business with the relevant local government offices

II. VISION OF THE LGU BAYAMBANG

A globally competitive, poverty-free, and smart town with transparent and participative governance, modern and sustainable agriculture, tourism and infrastructure development, ecological balance, and a resilient and empowered citizenry.

III. MISSION OF THE LGU BAYAMBANG

- To maintain a peaceful and orderly town with modern technology and infrastructure development;
- To promote and preserve its rich historical and cultural heritage;
- To institute transparency, accountability, and integrity in governance;



- To empower its citizens in the areas of health, education, economics, tourism, environmental protection, and disaster response.

IV. CORE VALUES

Service Pledge:

We, the Officials and Employees of the Local Government Unit of Bayambang, at this moment solemnly pledge to:

Serve the public with utmost courtesy, efficiency, and dedication.

Treat all clients fairly without expectation of any personal favor in return for services rendered.

Re-engineer systems and office procedures to facilitate official transactions with all concerned clients.

Instill among ourselves the values of personal discipline, professional integrity, modesty, and simplicity to gain the respect and confidence of the public.

Value the concerns, comments, suggestions, and feedback to improve the delivery of services that clients are entitled to avail of and which the Local Government is mandated to provide.

Enhance our collective and individual professional capacities and work ethics to respond to the rising expectations of the public and the challenges of both local and goal competitiveness



LIST OF ABBREVIATIONS

ABBREVIATION	MEANING
ABC	- Approved Budget for the Contract
ABYIP	- Annual Barangay Youth Investment Program
ABTC	- Animal Bite Treatment Center
AICS	- Assistance to Individuals in Crisis Situations
AIR	- Acceptance and Inspection Report
AITR	- Annual Income Tax Return
ALO	- Assistant Legal Officer
APP	- Annual Procurement Plan
APP – CSE	- Annual Procurement Plan – Common-use Supplies and Equipment
ARO	- Allotment Release Order
AUSF	- Affidavit Using the Surname of the Father
BAC	- Bids and Awards Committee
BADAC	- Barangay Anti-Drug Abuse Council
BAIP	- Barangay Annual Investment Program
BBEC	- Balon Bayambang Events Center
BCPC	- Barangay Council for the Protection of Children
BDC	- Barangay Development Council
BDRPMC	- Barangay Disaster Risk Reduction Management Council
BFP	- Bureau of Fire Protection
BIR	- Bureau of Internal Revenue
BNAP	- Barangay Nutrition Action Plan
BNS	- Barangay Nutrition Scholar
BOSS	- Business One-Stop-Shop
BPLO	- Business Permit and Licensing Office
BPO	- Barangay Protection Order
BPRAT	- Bayambang Poverty Reduction Action Team
BPSO	- Bayambang Public Safety Office
CAF	- Consent Action Form
CAFOA	- Certification on Appropriations, Funds, and Obligation of Allotment
CBYDP	- Comprehensive Barangay Youth Development Plan
CCTV	- Closed-Circuit Television
CDA	- Cooperative Development Authority
CENOMAR	- Certificate of No Marriage
CENRO	- Community Environment and Natural Resources Office
CNC	- Certificate of Non-Conformance
CLOA	- Certificate of Land Ownership Award
CLUP/ZO	- Comprehensive Land Use Plan/ Zoning Ordinance
CNAS	- Certificate of Non-Availability of Stocks
COA	- Commission on Audit
COD	- Charge-On-Duty
CSC	- Civil Service Commission
CSF	- Civil Service Form



CSO	-	Civil Society Organization
CSR	-	Case Study Report
CTC	-	Community Tax Certificate
DA	-	Department of Agriculture
DAR	-	Department of Agrarian Reform
DBM	-	Department of Budget and Management
DCE	-	Detailed Cost Estimate
DENR	-	Department of Environment and Natural Resources
DENR-EMB	-	Department of Environment and Natural Resources – Environmental Management Bureau
DF	-	Development Fund
DFA	-	Department of Foreign Affairs
DILG	-	Department of the Interior and Local Government
DMS	-	Document Management System
DMW	-	Department of Migrant Workers
DOLE	-	Department of Labor and Employment
DSWD	-	Department of Social Welfare and Development
DTI	-	Department of Trade and Industry
DTP	-	Devolution Transition Plan
DTT	-	Driver's Trip Ticket
DUPA	-	Detailed Unit Price Analysis
DV	-	Disbursement Voucher
ECC	-	Environmental Compliance Certificate
ECCD	-	Early Childhood Care and Development
EMR	-	Electronic Medical Record
EO	-	Executive Order
ERIG	-	Equine Rabies Immunoglobulin
ESWMO	-	Ecological Solid Waste Management Office
FCA	-	Farmers' Cooperative and Associations
FSIC	-	Fire Safety Inspection Certificate
FSCCR	-	Fire Safety Compliance and Commissioning Report
GAD	-	Gender and Development
GOP	-	Government of Philippines
GSIS	-	Government Service Insurance System
GSO	-	General Services Office
HDMF	-	Home Development Mutual Fund
HIV-AIDS	-	Human Immunodeficiency Virus-Acquired Immunodeficiency Syndrome
HoPE	-	Head of Procuring Entity
HRMO	-	Human Resource Management Office
IAS	-	Internal Audit Service
IBPLS	-	Integrated Business Permit and Licensing System
ICS	-	Inventory Custodian Slip
ICTO	-	Information and Communications Technology Office
ID	-	Identification Card
ILGUS	-	Integrated Local Government Unit System
ITB	-	Invitation to Bid



ITR	-	Individual Treatment Record
LC	-	Locational Clearance
LCB	-	Lowest Calculated Bid
LCE	-	Local Chief Executive
LCRB	-	Lowest Calculated Responsive Bid
LCRO	-	Local Civil Registry Office
LFC	-	Local Finance Committee
LGU	-	Local Government Unit
LO	-	Legal Officer
LOI	-	Letter of Intent
LR	-	Legal Researcher
LRA	-	Land Registration Authority
LYDO	-	Local Youth Development Office
MAC	-	Mayor's Action Center
MAFC	-	Municipal Agriculture and Fisheries Council
MAO	-	Municipal Agriculture Office
MBO	-	Municipal Budget Office
MDR	-	Member Data Record
MCDO	-	Municipal Cooperative and Development Office
MDRRMO	-	Municipal Disaster Risk Reduction and Management Office
MEO	-	Municipal Engineering Office
MHO	-	Municipal Health Officer
MLGU	-	Municipal Local Government Unit
MO	-	Mayor's Office
MOA	-	Memorandum of Agreement
MOU	-	Memorandum of Understanding
MPDO	-	Municipal Planning and Development Office
MRF	-	Material Recovery Facility
MSWDO	-	Municipal Social Welfare and Development Office
MTC	-	Municipal Trial Court
MTICAO	-	Municipal Tourism, Information and Cultural Affairs Office
NAS	-	Network Attached Storage
NBCP	-	National Building Code of the Philippines
NBI	-	National Bureau of Investigation
NBS	-	Newborn Screening
NGO	-	Non-Governmental Organization
NIA	-	National Irrigation Authority
NOA	-	Notice of Award
NSRP	-	National Skills Registration Program
NTP	-	Notice to Proceed
OCT	-	Original Certificate of Title
OEC	-	Overseas Employment Certificate
OO	-	Office Order
OPT	-	Operation Timbang
OR	-	Official Receipt
OSCA	-	Office of the Senior Citizens Affair
OWWA	-	Overseas Workers Welfare Administration



PAR	-	Property Acknowledgement Receipt
PCIC	-	Philippine Crop Insurance Corporation
PCV	-	Petty Cash Voucher
PDAO	-	Persons with Disability Affairs Office
PDOS	-	Pre-Departure Orientation Seminar
PDS	-	Personal Data Sheet
PECE	-	Professional Electronics Communications Engineer
PEE	-	Professional Electrical Engineer
PEOS	-	Pre- Employment Orientation Seminar
PESO	-	Public Employment Service Office
PL	-	Paralegal
PMC	-	Pre-Marriage Counseling
PME	-	Professional Mechanical Engineer
PMO	-	Pre-Marriage Orientation
PMOC	-	Pre-Marriage Orientation and Counseling
PMRF	-	PhilHealth Member Registration Form
PNP	-	Philippine National Police
PO	-	Purchase Order
POW	-	Program of Works
PPE	-	Property, Plant and Equipment
PPMP	-	Project Procurement Management Plan
PPO	-	Permanent Protection Order
PR	-	Purchase Request
PRC	-	Professional Regulation Commission
PRS	-	Pre-Registration Seminar
PSA	-	Philippine Statistics Authority
PSB	-	Personnel Selection Board
PTV	-	Patient Transport Vehicle
PWD	-	Person with Disability
RCC	-	Revenue Collection Clerk
RFSM	-	Request for Spare Materials
RFR	-	Request for Repair
RFQ	-	Request for Quotation
RHP	-	Rural Health Physician
RIS	-	Requisition Issue Slip
RPT	-	Real Property Tax
RPTOP	-	Real Property Tax Order of Payments
RSBSA	-	Registry System for Basic Sector in Agriculture
SALN	-	Statement of Assets, Liabilities, and Net Worth
SB	-	Sangguniang Bayan
SECPA	-	Security Paper
SEC	-	Securities Exchange Commission
SEE	-	Special Economic Enterprise
SK	-	Sangguniang Kabataan
SO	-	Special Order
SP	-	Sangguniang Panlalawigan
SPA	-	Special Power of Attorney



SSS	-	Social Security System
SVP	-	Small Value Procurement
TCT	-	Transfer Certificate of Title
TOR	-	Transcript of Records
TPO	-	Temporary Protection Order
TWG	-	Technical Working Group
VAWC	-	Violence Against Women and their Children
VMO	-	Vice Mayor's Office
WMR	-	Waste Material Report
ZC	-	Zoning Certificate



EXTERNAL SERVICES



BAYAMBANG PUBLIC SAFETY OFFICE



1. Request for Ambulance (For Emergency Cases)

An ambulance is used to transport a person in critical condition or seriously injured by a man-made or natural incident.

Office or Division:	Bayambang Public Safety Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All residents of Bayambang			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Bayambang Hotline	1.1 Get the initial important details as follows: a. Name of patient b. Name of caller c. Location of patient/s d. Telephone/mobile number e. Number of casualties (if any)	None	3 Minutes	Mary-Jane T. Pilaspilas <i>Admin. Aide I (BPSO)</i>
	1.2 Dispatch the ambulance	None		Mary-Jane T. Pilaspilas <i>Admin. Aide I (BPSO)</i>
	1.3 Provide first aid upon arrival at the scene/incident	None	2 Minutes	Ruby C. Diaz Charlon S. Solis Cristian G. Perges <i>Lay Rescuers (BPSO)</i>
	1.4 Evacuate the patient to the nearest hospital	None	30 Minutes	Onofre O. Ora <i>Admin. Aide IV (BPSO)</i>
	1.5 Endorse the patient to the nearest hospital	None		Ruby C. Diaz Charlon S. Solis Cristian G. Perges <i>Lay Rescuers (BPSO)</i>
	1.6 Return to home base	None		Onofre O. Ora <i>Admin. Aide IV (BPSO)</i>
	Total:	None	35 Minutes	



2. Request for Ambulance (*Transporting patient inter- hospital*)

The ambulance is used to transport a person in a critical condition and seriously injured by a man-made or natural incident to another medical facility or hospital that can provide the needed medical treatment.

Office or Division:		Bayambang Public Safety Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen; G2G – Government to Government		
Who may avail:		All residents of Bayambang		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's hospital referral (1 original copy, 1 photocopy)		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the hospital referral	1.1 Receive, check, and record the hospital referral	None	5 Minutes	Francis S. Ferrer Danilo D. Mamaed Susan C. Torralba <i>LR Supervisors (BPSO)</i>
	1.2 Transport patient	None	45 Minutes	Onofre O. Ora <i>Admin. Aide IV (BPSO)</i>
	1.3 Return to home base	None	1 Hour	
	Total:	None	1 Hour, 50 Minutes	



3. Request for Ambulance (*For transporting patient outside Pangasinan*)

The ambulance is used to transport patients to a health facility or hospital outside Pangasinan that needs intense medical treatment.

Office or Division:	Bayambang Public Safety Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents of Bayambang			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request	1.1 Receive the letter of request and interview the client	None	2 Minutes	Jimly F. De Vera <i>Admin Staff (BPSO)</i>
	1.2 Endorse the letter of request and the client's data for recommendation	None	5 Minutes	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator/ OIC, BPSO (Office of the Municipal Administrator)</i>
	1.3 Review and approve the request letter	None	1 Day	
	1.4 Notify the client	None	2 Minutes	Mary-Jane T. Pilaspilas <i>Admin. Aide I (BPSO)</i>
2. Report to BPSO	2.1 Dispatch the ambulance	None	2 Minutes	Francis S. Ferrer Danilo D. Mamaed Susan C. Torralba <i>LR Supervisors (BPSO)</i>
	2.2 Transport the patient	None	5 Hours	Onofre O. Ora <i>Admin. Aide IV (BPSO)</i>
	2.3 Return to home base	None	5 Hours	
	Total:	None	2 Days, 2 Hours, 11 Minutes	



4. Request for Patient Transport Vehicle (PTV) - Check-up /and or laboratory

The Patient Transport Vehicle (PTV) can be used to transport those patients who are bedridden or disabled and need medical attention.

Office or Division:	Bayambang Public Safety Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All residents of Bayambang			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for laboratory, checkup, or medical record of the patient (1 original copy)		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for laboratory or check-up	1.1 Receive requirement and interview client	None	10 Minutes	Francis S. Ferrer Danilo D. Mamaed Susan C. Torralba <i>LR Supervisors (BPSO)</i>
	1.2 Dispatch the PTV	None	2 Minutes	
	1.3 Transport the patient	None	45 Minutes	Onofre O. Ora <i>Admin. Aide IV (BPSO)</i>
	1.4 Return to home base	None	1 Hour	
	Total:	None	1 Hour, 57 Minutes	



5. Request for Patient Transport Vehicle (PTV) (Non-Emergency cases) - For transporting patients outside Pangasinan

The Patient Transport Vehicle (PTV) is used to transport non-emergency-case patients whose medical treatment needs can be met in the medical facility or hospital located outside Pangasinan.

Office or Division:	Bayambang Public Safety Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government				
Who may avail:	All residents of Bayambang				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Certificate of Indigency (If indigent) (1 original copy)			Barangay / MSWDO		
2. Request letter to the Municipal Mayor (1 original copy)			Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements	1.1 Receive all the requirements and interview the client	None	2 Minutes	Jimly F. De Vera Admin Staff (BPSO)	
	1.2 Endorse the letter of request and the client's data for recommendation	None	5 Minutes		
	1.3 Review and approve the request letter	None	1 Day	Atty. Rodelynn Rajini S. Vidad Mun. Administrator/ OIC, BPSO (Office of the Municipal Admin.)	
	1.4 Notify the client ***Client will pay the toll fee and gasoline if no certificate of indigency	None	2 Minutes	Mary-Jane T. Pilaspilas Admin. Aide I (BPSO)	
2. Report to BPSO	2.1 Dispatch the ambulance	None	2 Minutes	Ruby C. Diaz LR Supervisor (BPSO)	
	2.2 Transport the patient	None	5 Hours	Onofre O. Ora Admin. Aide IV (BPSO)	
	2.3 Return to homebase	None	5 Hours		
	Total:	None	2 Days, 2 Hours, 11 Minutes		



6. CCTV Footage Request

The CCTV of LGU Bayambang, which BPSO handles, is a technical service that can assist and support the PNP and the people to identify the perpetrator in any incident, and it is a great help in solving cases and crimes committed within the municipality.

Office or Division:	Bayambang Public Safety Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police blotter for CCTV footage review (1 original copy)		PNP Bayambang Station		
2. Copy of court order (for drug-related cases) (1 original copy)		Court		
3. Hard drive/USB flash drive (for request of soft copy)		Client		
4. CCTV Request Access Form (1 original copy)		BPSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive and check the requirement and record in the logbook	None	3 Minutes	Jimly F. De Vera <i>Admon Staff (BPSO)</i>
	1.2 Check the incident's location, date, and time and verify the CCTV footage	None	3 Minutes	Camay M. Damasco <i>BPSO, Admin (BPSO)</i>
	1.3 Approve the request	None	2 Minutes	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator / OIC, BPSO (Office of the Mun. Admin.)</i>
2. Review and receive a copy of the CCTV footage	2.1 Release a copy of the CCTV footage and record it in the logbook	None	1 Day	Ronnie T. Trinidad <i>CCTV Technician/ Supervisor (BPSO)</i>
	Total:	None	1 Day, 8 Minutes	



BUSINESS PERMITS AND LICENSING OFFICE



1. Issuance of Business Permit (New)

This service covers the new application for business permits for business establishments in Bayambang.

Office or Division:	Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Barangay Business Clearance (1 original copy, 1 photocopy)	Barangay where the business is located		
2.	DTI Certificate for Single Proprietor (1 original copy, 1 photocopy)	Any DTI office		
3.	SEC for Corporation (Articles and By-Laws) (1 original copy, 1 photocopy)	SEC office		
4.	CDA Certificate for Cooperative (Articles and By-Laws) (1 original copy, 1 photocopy)	CDA office		
5.	Sworn Declaration of Capitalization (if applicable) (1 original copy)	Notary Public		
6.	Occupancy Permit (if required by Building Code) (1 original copy, 1 photocopy)	Building Official/MEO		
7.	Sanitary Permit and/or Health Certificate (if required under Chapter V, Art. F of the Revenue Code) (1 original copy, 1 photocopy)	Rural Health Unit Office		
8.	Contract of Lease and Lessor's Permit if leasing (1 photocopy)	Building Owner where the Business Owner is leasing		
9.	Fire Safety Inspection Certificate (FSIC) (1 original copy or 1 photocopy)	BFP		
10.	CCTV (if required under Municipal Ordinance No. 06, S. 2024)			
11.	Authorization Letter or SPA – Notarized with photocopy of valid ID and specimen signature (if not processed by the owner) – (1 original copy)	Client/ Client's Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Window 14 – Fill out the application form and accomplish all requirements	1.1 Interview and verify the completeness of the application form and documentary requirements	None	30 Minutes	Sharon Valdez Admin Aide I (BPLO)
	1.2 Assess tax, fees, and charges	Refer to the latest	30 Minutes	Atty. Mary Grace Agas-Lucena



		Tax Revenue Code of the municipality		<i>BPLO-Designate (BPLO)</i>
	1.3 Issue order of payment			Atty. Mary Grace Agas-Lucena <i>BPLO-Designate (BPLO)</i>
2. Go to Window 16 – Payment and claim	2.1 Receive payment and issue OR and claim stub	None	10 Minutes	Jericson Malicdem, <i>Admin Aide III (BPLO)</i>
	2.2 Print Business Permit to be signed by the Municipal Mayor (electronic signature is authorized)	None	10 Minutes	Gerald Martinez <i>Admin Aide II (BPLO)</i>
	2.3 Countersign the signed business permit, record in the logbook and release	None	10 Minutes	Gerald Martinez <i>Admin Aide II (BPLO)</i>
	Total:	Refer to the latest Tax Revenue Code of the municipality	1 Hour, 30 Minutes	



2. Issuance of Business Permit (Renewal)

This service covers the renewal of business permit for business establishments in Bayambang

Office or Division:	Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Barangay Business Clearance (1 original copy, 1 photocopy)	Barangay where the business is located		
2.	Sworn Declaration of Gross Sales (if applicable) (1 original copy)	Notary Public		
3.	Sanitary Permit and/or Health Certificate (if required under Chapter V, Art. F of the Revenue Code) (1 original copy, 1 photocopy)	Rural Health Unit Office		
4.	Certificate of Registration or Annual Income Tax Return (whichever is applicable (1 photocopy)	BIR Field Office		
5.	Fire Safety Inspection Certificate (FSIC) – (1 original copy or 1 photocopy)	BFP		
6.	CCTV (if required under Municipal Ordinance No. 06, S. 2024)			
7.	Authorization Letter or SPA – Notarized with photocopy of valid ID and specimen signature (if not processed by the owner) – (1 original copy)	Client/ Client's Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Window 14 – Fill out the application form and accomplish all requirements	1.1 Interview and verify the completeness of the application form and documentary requirements	None	30 Minutes	Sharon Valdez Admin Aide I (BPLO)
	1.2 Assess tax, fees, and charges.	Refer to the latest Tax Revenue Code of the municipality	30 Minutes	Atty. Mary Grace Agas-Lucena BPLO-Designate (BPLO)
	1.3 Issue order of payment			Atty. Mary Grace Agas-Lucena BPLO-Designate (BPLO)
2. Go to Window 16 – Payment and claim	2.1 Receive payment and issue Official		10 Minutes	Jericson Malicdem Admin Aide III



	Receipt and claim stub			(BPLO)
	2.2 Print Business Permit to be signed by the Municipal Mayor (electronic signature is authorized)	None	10 Minutes	Gerald Martinez Admin Aide II (BPLO)
	2.3 Countersign the signed business permit, record in the logbook, and release.	None	10 Minutes	Gerald Martinez Admin Aide II (BPLO)
	Total:	Refer to the latest Tax Revenue Code of the municipality	1 Hour, 30 Minutes	



3. Issuance of Business Closure

This service covers the closure of business establishments in Bayambang.

Office or Division:	Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Letter of Closure or any document of the same effect (with exact date of closure) (1 original copy)	Client		
2.	Sworn statement of any format referring to gross sales for the current year or year applicable (1 original copy)	Client		
3.	Latest business permit (1 original copy)	Client		
4.	Barangay Certification from Barangay Captain for closed business (1 original copy)	Barangay where the business is located		
5.	Certificate from the Special Economic Enterprise (if located in the Public Market) (1 original copy)	S.E.E.		
6.	Affidavit of Loss (if business permit was lost) (1 original)	Client		
7.	Authorization Letter or SPA – Notarized with photocopy of valid ID and specimen signature (if not processed by the owner) – (1 original copy)	Client/ Client's Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements for business closure	1.1 Interview and verify the completeness of documentary requirements	None	15 Minutes	Sharon Valdez Admin Aide I (BPLO)
	1.2 Conduct ocular inspection	None	1 Day	Gerald Martinez Admin Aide II (BPLO)
2. Pay the corresponding fee	2.1 Compute tax due and issue tax order of payment	Refer to the latest Tax Revenue Code of the municipality	15 Minutes	Atty. Mary Grace Agas-Lucena BPLO-Designate (BPLO)
	2.2 Receive payment and issue OR		10 Minutes	Jericson Malicdem Admin Aide III (BPLO)



	2.3 Prepare the recommendation letter for closure	None	2 Minutes	Atty. Mary Grace Agas-Lucena <i>BPLO-Designate (BPLO)</i>
3. Sign in the business closure logbook and receive certificate of closure	3.1 Receive the duly signed and approved certificate of closure	None	2 Minutes	Sharon Valdez <i>Admin Aide I (BPLO)</i>
	3.2 Release the certificate of closure	None	3 Minutes	Sharon Valdez <i>Admin Aide I (BPLO)</i>
	TOTAL:	Refer to the latest Tax Revenue Code of the Municipality	1 Day, 46 Minutes	



4. New Business (Online Application)

This service covers the online application for new business of business establishments in Bayambang.

Office or Division:	Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Business Clearance		Barangay where the business is located		
2. DTI Certificate for Single Proprietor; or SEC for Corporation (Articles and By-Laws); or CDA Certificate for Cooperative (Articles and By-Laws)		Any DTI, SEC, CDA Office		
3. Sworn Declaration of Capitalization		Notary Public		
4. Picture of Store with Location				
5. Medical Result for Health Certificate		Medical Facility		
6. Contract of Lease and Lessor’s Permit if leasing		Building Owner where the Business Owner is leasing		
7. CCTV (if required under Municipal Ordinance No. 06, S. 2024)				
8. Fire Safety Inspection Certificate (FSIC)		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online through https://bpbcbppls.com/bayambangpangasinan/ and fill up online application form and upload requirements	1.1. Review and verify the accuracy and completeness of the online application form and documentary requirements	None	20 Minutes	Vidaluz Castillo RCC II (BPLO)
	1.2 Endorsement of application with complete requirements to the Municipal Engineering Office (MEO)		10 Minutes	Vidaluz Castillo RCC II (BPLO)
	1.3 Endorsement of application with complete requirements to		10 Minutes	Vidaluz Castillo RCC II (BPLO)



		the Rural Health Unit (RHU)			
	1.4	Generate the Tax Order of Payment and finalize the assessment to be sent to the client's email	Refer to the latest Tax Revenue Code of the municipality	30 Minutes	Atty. Mary Grace Agas-Lucena <i>BPLO-Designate (BPLO)</i>
2. Pay through online payment channels and upload the FSIC (Fire Safety Inspection Certificate)	2.1	Validate payment and issue Official Receipt	Refer to the latest Tax Revenue Code of the municipality	10 Minutes	Jericson Malicdem <i>Admin Aide III (BPLO)</i>
	2.2	Verify FSIC (Fire Safety Inspection Certificate) upload	None	5 Minutes	Vidaluz Castillo <i>RCC II (BPLO)</i>
3. Receive Business Permit	3.1	Generate and send an electronic copy of the business permit	None	5 Minutes.	Vidaluz Castillo <i>RCC II (BPLO)</i>
	TOTAL:		Refer to the latest Tax Revenue Code of the municipality	1 Hour 30 Minutes	



5. Renewal of Business (Online Application)

This service covers the online application for renewal of business for business establishments in Bayambang.

Office or Division:	Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Owners/Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sworn Declaration of Gross Sales or Audited Financial Statement or Annual Income Tax Return (AITR)		Notary Public, Bureau of Internal Revenue (BIR)		
2. Picture of Store with Location				
3. Medical Result for Health Certificate		Medical Facility		
4. Contract of Lease and Lessor's Permit if leasing		Building Owner where the Business Owner is leasing		
5. CCTV (if required under Municipal Ordinance No. 06, S. 2024)				
6. Fire Safety Inspection Certificate (FSIC)		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in online through https://bpbc.ibpls.com/bayambangpangasinan/ and fill up online application form and upload the requirements	1.1 Review and verify the accuracy and completeness of the online application form and documentary requirements	None	20 Minutes	Vidaluz Castillo RCC II (BPLO)
	1.2 Endorsement of the application with complete requirements to the Municipal Engineering Office (MEO)	None	10 Minutes	Vidaluz Castillo RCC II (BPLO)
	1.3 Endorsement of application with complete requirements to the Rural Health Unit (RHU)	None	10 Minutes	Vidaluz Castillo RCC II (BPLO)



	1.4 Generate the Tax Order of Payment and finalize the assessment to be sent to the client's email	Refer to the latest Tax Revenue Code of the municipality	30 Minutes	Atty. Mary Grace Agas-Lucena <i>BPLO-Designate (BPLO)</i>
2. Pay through online payment channels and upload the FSIC (Fire Safety Inspection Certificate)	2.1 Validate payment and issue Official Receipt	Refer to the latest Tax Revenue Code of the municipality	10 Minutes	Jericson Malicdem <i>Admin Aide III (BPLO)</i>
	2.1 Verify FSIC (Fire Safety Inspection Certificate) upload	None	5 Minutes	Vidaluz Castillo <i>RCC II (BPLO)</i>
3. Receive Business Permit	3.1 Generate and send an electronic copy of the business permit	None	5 Minutes	Vidaluz Castillo <i>RCC II (BPLO)</i>
	TOTAL:		1 Hour 30 Minutes	



ECOLOGICAL SOLID WASTE AND MANAGEMENT OFFICE



1. Soil Ameliorant

The Municipal Government sells soil ameliorants to all interested clients who want to improve the characteristics of their soil. Soil ameliorant is sold during office hours/days at the Material Recovery Facility in Telbang, Bayambang, Pangasinan. Payment is made to the Municipal Treasury Office.

Office or Division:	Ecological Solid Waste Management Office (ESWMO)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizens; G2B-Government to Business; G2G - Government to Government				
Who may avail:	All interested buyers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None			None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Pay Soil Ameliorant Fee	1.1 Process payment and issue an OR	P5.00 per kg	-	Revenue Clerk (MTO)	
2. Submit the official receipt	2.1 Record Information of the client and secure a copy of OR	None	5 Minutes	Dr. Jegie A. Malicdem (ESWMO)	
	2.2 Issue ameliorant form	None		Dr. Jegie A. Malicdem (ESWMO)	
	2.3 Release soil ameliorant	None	3 Minutes	Dr. Jegie A. Malicdem (ESWMO)	
3. Receive the Soil Ameliorant	3.1 Record in the Soil Ameliorant releasing form	None	5 Minutes	Dr. Jegie A. Malicdem (ESWMO)	
	3.2 Release purchase Soil Ameliorant	None		Dr. Jegie A. Malicdem (ESWMO)	
Total:		P5.00 per kg	13 Minutes		



GENERAL SERVICES OFFICE



1. Requisition for Logistics Service

Logistics refers to the overall process of managing how resources are stored and transported to their destination.

Office or Division:		General Services Office		
Classification:		Simple Transaction		
Type of Transaction:		G2C-Government to Citizens; G2G Government to Government; G2B-Government to Business		
Who may avail:		All Bayambang Constituents, Barangay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (1 original copy)		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out service request form	1.1 Receive the form and check the availability of logistics being requested	None	3 Minutes	Jao Rey V. Perez <i>Admin. Aide III</i> (GSO)
	1.2 Approve the request	None	1 Minute	Chinita S. De Vera <i>Head, GSO</i> (GSO)
	1.3 Inform the requestor through text/phone call on the status of the request	None	1 Minute	Joel B. Pangilinan <i>Admin. Aide IV</i> (GSO)
2. Pick-up/ receive the requested logistics and sign the service request form	2.1 Release the requested logistics	None	10 Minutes	Joel B. Pangilinan <i>Admin. Aide IV</i> (GSO)
Total:		None	15 Minutes	



HUMAN RESOURCE MANAGEMENT OFFICE



1. Recruitment and Selection Process

Recruitment and Selection shall cover career positions at the first, second level, and supervisory positions in this Municipal Government. It also includes non-career positions, like the co-term, high positions based on trust and confidence.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Personal Data Sheet (CS Form No. 212, revised 2017) (2 original copies)	Downloaded CSC Form https://csc.gov.ph/downloads/category/223-csc-form-212-revised-2017-personal-data-sheet		
2.	NBI Clearance (1 original copy, 1 photocopy)	NBI Dagupan City		
3.	Medical Certificate (1 original copy, 1 photocopy)	Rural Health Units/Government Hospitals		
4.	Certificate of Live Birth (1 photocopy)	LCRO/PSA		
5.	Marriage Certificate, if married (1 photocopy)	LCRO/PSA		
6.	TOR/ Diploma (1 Certified true copy)	School/College/University graduated		
7.	PRC Board rating (2 Authenticated copies)	PRC		
8.	Updated License (2 Authenticated copies)	PRC/ CSC		
9.	SALN (4 original copies)	Downloaded CSC Form/Ombudsman https://csc.gov.ph/downloads/category/224-statement-of-assets-liabilities-and-net-worth-saln-form		
10.	Application form (PhilHealth) (1 original copy)	HRM Office		
11.	Application form (Pag-ibig) (1 original copy)	HRM Office		
12.	IPCR/OPCR (for promotion) (1 original copy)	Last Employment Agency		
13.	Training Certificate (if applicable) (1 photocopy)	Training Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application to the HRM Office or thru email at hrmobayambang2020@gmail.com	1.1 Receive the application	None	5 Minutes	Atty. Melinda Rose R. Fernandez MGDH I (HRM Officer) (HRM Office)



	1.2 Evaluate applications and check who is qualified as to CSC Qualification Standard	None	20 minutes	Atty. Melinda Rose R. Fernandez <i>MGDH I (HRM Officer)</i> (HRM Office)
	1.3 Schedule PSB meeting for the screening of all qualified applicants	None	15 Minutes	Atty. Melinda Rose R. Fernandez <i>MGDH I (HRM Officer)</i> (HRM Office)
	1.4 Disseminate notice of meeting	None	1 Hour	Jolina G. Ramos <i>Admin. Asst. II</i> (HRM Office)
	1.5 Conduct PSB meeting	None	1 Hour	PSB Member
	1.6 Prepare PSB documents	None	15 Minutes	Atty. Melinda Rose R. Fernandez <i>MGDH I (HRM Officer)</i> (HRM Office)
2. Attend the scheduled interview	2.1 Interview the applicant	None	15 Minutes	PSB Member
	2.2 Prepare a letter of recommendation for the qualified applicant based on the result of the PSB meeting	None	10 Minutes	Atty. Melinda Rose R. Fernandez <i>MGDH I (HRM Officer)</i> (HRM Office)
	2.3 Inform the selected applicant thru phone call to comply with the submission of complete documents as required by CSC	None	2 Minutes	Jolina G. Ramos <i>Admin. Asst. II</i> (HRM Office)
3. Submit all documents	3.1 Evaluate the completeness of documents submitted by the applicant	None	15 Minutes	Rosario I. De Leon <i>Admin. Officer V</i> (HRMO III) (HRM Office)



	3.2 Prepare CSC documents and all other requirements for the appointment of the applicant	None	10 Minutes	Beverly J. Abalos <i>Admin. Aide III</i> (HRM Office)
	3.3 Forward the various certificates for signing by the Budget Officer, Accountant, and Municipal Mayor or Vice Mayor	None	10 Minutes	Beverly J. Abalos <i>Admin. Aide III</i> (HRM Office)
	3.4 Submit signed appointment/ complete supporting document to CSC Field Office at Lingayen, Pangasinan	None	4 Hours	Beverly J. Abalos <i>Admin. Aide III</i> (HRM Office)
	3.5 Wait for the notification of CSC for the pick-up of the official appointment	None	-	CSC
4. Proceed to the HR Office to receive appointment	4.1 Present appointee to Local Chief Executive to take Oath of Office	None	15 Minutes	Atty. Melinda Rose R. Fernandez <i>MGDH I (HRM Officer)</i> (HRM Office)
	4.2 Issue appointee their appointment copies and endorse the appointee to his/ her office of assignment	None	15 Minutes	Atty. Melinda Rose R. Fernandez <i>MGDH I (HRM Officer)</i> (HRM Office)
	4.3 Orient newly hired employee on what is expected of them as government employee and issue employee handbook	None	15 Minutes	Atty. Melinda Rose R. Fernandez <i>MGDH I (HRM Officer)</i> (HRM Office)
	Total:	None	1 Day, 42 Minutes	



LOCAL CIVIL REGISTRY OFFICE



1. Timely Registration of Civil Registry Document

This procedure covers the timely registration of birth, marriage, and death certificates.

Office or Division:	Local Civil Registry Office (LCRO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified unregistered individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH CERTIFICATE		BIRTH CERTIFICATE		
1. Notarized Municipal Form 102 (if non-marital) (4 original copies)		LCRO/RHUs/Lying-In Clinics/ Notary Public		
2. Accomplished Birth Certificate (4 original copies)		Hospital/RHUs/Lying-in Clinics/Birthing Homes		
3. Notarized Affidavit using the surname of the father (AUSF) to be signed by the mother (if non-marital child) (3 original copies)		Notary Public		
4. Notarized Affidavit of acknowledgment / Admission of Paternity signed by the father (if non-marital child) (3 original copies)		Notary Public		
MARRIAGE CERTIFICATE		MARRIAGE CERTIFICATE		
1. Accomplished Marriage Certificate (4 original copies)		Church/LCRO		
2. Notarized Municipal Form 97 (Affidavit of Solemnizing Officer if marriage is exceptional in character (No marriage license is required)) if applicable (4 original copies)		Notary Public		
DEATH CERTIFICATE		DEATH CERTIFICATE		
1. Accomplished Death Certificate from hospital (4 original copies)		Hospital/ LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Attendance Log Book and submit the requirements	1.1 Receive and check the accuracy of the requirements submitted especially on the following: - Signature of Both Parents (if non-marital child) - Signature of Attending Physician/Midwife	None	30 Minutes	Gleny A. Junio Admin. Aide I (LCRO)



	• Signature of Couple • Signature of Solemnizing Officer • Signature of Embalmer • Signature of Attending Physician\Signature of Municipal Health Officer			
	1.2 Assign registry number	None		Gleny A. Junio <i>Admin. Aide I (LCRO)</i>
	1.3 Review and sign the civil registry document	None	10 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar (LCRO)</i>
2. Receive the civil registry document, sign in the releasing logbook	2.1 Record the signed civil registry document in the releasing logbook and release to the client	None	10 Minutes	Gleny A. Junio <i>Admin. Aide I (LCRO)</i>
	Total:	None	50 Minutes	



2. Late Registration of Civil Registry Document

This procedure covers the late registration of birth, marriage, and death certificates.

Office or Division:	Local Civil Registry Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All qualified unregistered individuals.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
BIRTH CERTIFICATE		BIRTH CERTIFICATE	
1. Notarized Municipal Form 102 (if non-marital child/late registration) (4 original copies)		LCRO/Notary Public	
2. Authorization letter / Special Power of Attorney (if authorized representative) (1 original copy)		Document owner/Notary Public	
3. Valid ID of the document owner and authorized representative (1 photocopy)		Document owner/ Notary Public	
4. Community Tax Certificate (1 photocopy)		MTO	
5. Notarized Affidavit of acknowledgment/ Admission of Paternity signed by the father (if non-marital child) (3 original copies)		Notary Public	
6. Notarized Affidavit using the surname of the father (AUSF) to be signed by the mother (if non-marital child) (3 original copies)		Notary Public	
7. Notarized Affidavit for delayed registration of birth (4 original copies)		Notary Public	
8. Negative Certification of Birth issued by PSA (1 original copy)		PSA	
9. Baptismal Certificate (if applicable) (1 photocopy)		Church	
10. Marriage Certificate (if applicable) (1 photocopy)		LCRO/PSA	
11. Joint Affidavit of Two Disinterested Persons (2 original copies)		Notary Public	
12. Interview Form (1 original copy)		LCRO	
MARRIAGE CERTIFICATE		MARRIAGE CERTIFICATE	
1. Notarized Municipal Form 97 (Late registration (4 original copies)		Notary Public	
2. Authorization letter / Special Power of Attorney (if authorized representative) (1 original copy)		Document Owner/Notary Public	
3. Valid ID of the document owner (1 photocopy)		Document Owner	
4. Valid ID of authorized representative (1 photocopy)		Authorized representative	
5. Negative Certification of Marriage (PSA) (1 original copy)		PSA	
6. Affidavit of Two Disinterested Persons (2 original copies)		Notary Public	



7. Interview Form	LCRO			
DEATH CERTIFICATE	DEATH CERTIFICATE			
1. Notarized Municipal Form 103 (4 original copies)	Notary Public			
2. Authorization letter / Notarized Special Power of Attorney (if authorized representative) (1 original copy)	Document Owner/ Notary Public			
3. Valid ID of the document owner's family member who gave authorization and authorized representative (1 photocopy)	Document owner's family member who gave authorization and authorized representative			
4. Punong Barangay Certification (if the event happened at the barangay) (1 original copy)	Punong Barangay			
5. Embalmer's Certification (1 photocopy)	Embalmer			
6. Picture of Tombstone (if applicable) (1 printed copy)	Cemetery			
7. Negative Certification of Death (1 original copy)	PSA			
8. Burial Permit (1 original copy)	RHU I			
9. Transfer of Cadaver Permit (if applicable) (1 original copy)	RHU I			
10. Interview Form	LCRO			
11. Affidavit of Two Disinterested Persons (2 original copies)	Notary Public			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Log Book and submit the requirements	1.1 Receive and check the accuracy of the requirements submitted especially on the following: • Signature of Both Parents (if non-marital child) • Signature of Physician/Midwife • Signature of Couple • Signature of Solemnizing Officer • Signature of Embalmer • Signature of Attending Physician	None	30 Minutes	Erika Joyce B. Paragas Registration Officer / (LCRO)



	Signature of Municipal Health Officer			
	1.2 Issue order of payment	None		Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
2. Pay processing fee	2.1 Process payment and issue OR (Window 1, 2, and 3)	P200.00 (1 month to 1 year) P300.00 (1 year and above)	-	<i>Revenue Clerk</i> (MTO)
3. Present OR	3.1 Prepare and encode in the PhilCRIS the provided information in the Municipal Forms 102, 97, 103	None	15 Minutes	Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	3.2 Give to the client the document for review of the information, and ask to have it notarized and affix signature	None	15 Minutes	Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
4. Return the notarized civil registry document	4.1 Ask the client to sign the Certificate of No Error	None	3 Minutes	Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	4.2 Prepare Notice of Posting to be posted for 10 days on the municipal bulletin board	None	10 Minutes	Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	4.3 After 10 days posting, assign registry number to the civil registry document	None		Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)



	4.4 Review and sign the civil registry document	None	10 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar (LCRO)</i>
5. Receive the civil registry document and sign in the releasing logbook	5.1 Record the signed civil registry document in the releasing logbook and release it to the client	None	10 Minutes	Erika Joyce B. Paragas <i>Registration Officer / (LCRO)</i>
	Total:	P200.00 (1 month to 1 year) P300.00 (1 year and above)	1 Hour, 33 Minutes	



3. Issuance of Local Copy of Civil Registry Document

This procedure covers the issuance of local copy of a Certificate of Live Birth (Civil Registry Form 1A, 1B, 1C), Certificate of Death (Civil Registry Form 2A, 2B, 2C), and Certificate of Marriage (Civil Registry Form 3A, 3B, 3C).

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified individuals with a civil registry document registered in Bayambang.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 photocopy)		Document Owner		
2. Authorization letter / Special Power of Attorney (for authorized representative) (1 original copy)		Document Owner/Notary Public		
3. Valid ID of authorized representative (1 photocopy)		Authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the Client's Log Book and request a local copy of the Civil Registry Document	1.1 Receive client's request	None	10 minutes	Arjhon T. Fajardo <i>Admin. Aide II (LCRO)</i>
	1.2 Verify the availability of requested civil registry documents	None		Arjhon T. Fajardo <i>Admin. Aide II (LCRO)</i>
	1.3 Issue order of payment	None		Arjhon T. Fajardo <i>Admin. Aide II (LCRO)</i>
2. Pay at the treasury office	2.1 Process payment and issue OR (Windows 1, 2, and 3)	P130.00	-	<i>Revenue Clerk (MTO)</i>
3. Submit the OR	3.1 Receive and record the OR	None	20 Minutes	Arjhon T. Fajardo <i>Admin. Aide II (LCRO)</i>
	3.2 Encode and prepare the requested document	None		Arjhon T. Fajardo <i>Admin. Aide II (LCRO)</i>



	3.3 Review and sign the document	None	5 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar (LCRO)</i>
4. Receive and sign in the releasing logbook	4.1 Record the signed civil registry document in the releasing logbook and release it to the client	None	5 Minutes	Arjhon T. Fajardo <i>Admin. Aide II (LCRO)</i>
	Total:	P130.00	40 Minutes	



4. Issuance of Certified True Copy

This procedure covers the issuance of a Certified True Copy of Civil Registry Documents and Registry Book.

Office or Division:	Local Civil Registry Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Qualified individuals with a civil registry document registered in Bayambang				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid ID of the document owner (1 photocopy)			Document Owner		
2. Authorization letter / Special Power of Attorney (for authorized representative) (1 original copy)			Document Owner/Notary Public		
3. Valid ID of authorized representative (1 photocopy)			Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Log in to the client's log book and fill-out the request form for a copy of Certificate of Live Birth/Death/Marriage	1.1 Receive client's request	None	15 Minutes	Arjhon T. Fajardo Admin. Aide II (LCRO)	
	1.2 Verify the requested civil registry document	None		Arjhon T. Fajardo Admin. Aide II (LCRO)	
	1.3 Issue order of payment	None		Arjhon T. Fajardo Admin. Aide II (LCRO)	
2. Pay at the treasury office and present the OR	2.1 Process payment and issue OR (Window 1,2, and 3)	Certified True Copy – P80.00	-	Revenue Clerk MTO	
	2.2 Receive and record OR	None	15 Minutes	Arjhon T. Fajardo Admin. Aide II (LCRO)	
	2.3 Stamp with "CERTIFIED TRUE COPY" the requested civil registry document	None		Arjhon T. Fajardo Admin. Aide II (LCRO)	



	2.4 Review and sign the stamped civil registry document	None	5 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar (LCRO)</i>
3. Receive the requested document and sign in the releasing logbook	3.1 Record the signed civil registry document in the releasing logbook and release it to the client	None	5 Minutes	Arjhon T. Fajardo <i>Admin. Aide II (LCRO)</i>
	Total:	P80.00	40 Minutes	



5. Marriage License Application

This procedure refers to the application of couples to obtain a marriage license prior to marriage.

Office or Division:	Local Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Qualified couples either or both residing in Bayambang			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (PSA)/Baptismal Certificate (1 original copy, 1 photocopy)		PSA		
2. Baptismal Certificate (if applicable) (1 original copy, 1 photocopy)		Church		
3. Certificate of No Marriage (CENOMAR) (1 original copy, 1 photocopy)		PSA		
4. Community Tax Certificate (CEDULA) (1 original copy, 1 photocopy)		Treasury		
5. Pre-marriage Orientation and Counseling Certificate (PMOC) (1 original copy, 1 photocopy)		MSWDO		
6. Parental Consent (for applicants 18-20 years old) (2 original copies)		LCRO		
7. Parental Advice (for applicants 21-24 years old) (2 original copies)		LCRO		
8. List of Witnesses (for Civil Wedding applicants) (1 original copy)		Client		
9. Decree of Nullity of Marriage (if annulled) (1 original copy, 1 photocopy)		Court		
10. Court Decision (if annulled) (1 original copy, 1 photocopy)		Court		
11. Recognition of Foreign Judgement on Divorce rendered by the local court (if one of the contracting parties is foreigner with a divorce status) (1 original copy, 1 photocopy)		Court		
12. Certificate of Legal capacity to contract marriage (if one of the contracting parties is foreigner) (1 original copy, 1 photocopy)		Embassy based in the Philippines of the foreign applicant		
13. Death certificate of deceased spouse (if widow or widower) (1 original copy, 1 photocopy)		PSA		
14. Passport (for Foreigners) (1 photocopy)		DFA		
15. Valid ID of Parents (for applicants 18-24 years old) (1 photocopy)		Applicant's parents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Log in to the client's log book and present the requirements for marriage license application	1.1 Receive requirements	None	30 Minutes	Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
	1.2 Check and verify the completeness and accuracy of the requirements	None		Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
	1.3 Issue order of payment for marriage fees	None		Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
2. Pay at the treasury office	1.5 Process payment and issue OR (Windows 1, 2, and 3)	Please refer to the table below	-	<i>Revenue Clerk</i> <i>MTO</i>
3. Present OR, proceed with the interview	3.1 Receive and record OR	None	50 Minutes	Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
	3.2 Interview the applicant and input the data to the marriage license application form	None		Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
	3.3 Prepare Notice of Posting (10 working days). 3.3.1 If both parties are residents in Bayambang, the posting shall be done in the bulletin board of LCRO 3.3.2 If one party is not a resident of Bayambang, send a copy of the Notice of Posting into their municipality's LCRO and shall also be posted	None		Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)



	3.3.3 Advise the client to return after 10 calendar days			
	3.4 Prepare the Marriage License (After 10 days of posting)	None		Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
	3.5 Prepare Marriage Certificate (for Civil Wedding applicants)	None		Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
	3.6 Review and sign the marriage license and the supporting attached documents	None	10 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar</i> (LCRO)
	3.7 Issue order of payment for marriage license application	P2.00		Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
4. Pay and receive the marriage license and sign in the releasing logbook	4.1 Record the signed Marriage License in the Releasing logbook and release it to the client	None	10 Minutes	Marla Mica C. Cruz <i>Admin. Aide II</i> (LCRO)
	Total:	Please refer to the table below	1 Hour, 40 Minutes with 10 days posting period	

		FEES TO BE PAID
Civil Wedding	Application Fee	P200.00
	Sponsor's Fee	P100.00 (per head)
Church Wedding	Church wedding fee	P300.00
	For 18–21-year-old applicants, Parent's Consent	P200.00
	For 22–24-year-old applicants, Parent's Advice	P200.00
Marriage License		P2.00



6. Endorsement of Civil Registry Document

This procedure refers to the endorsement of civil registry document for advance copy, clear copy, and issuance of civil registry document in Security Paper (SECPA) in the Philippine Statistics Authority (PSA).

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Individuals concerned to secure a civil registry document in Security Paper (SECPA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Negative Certification (1 original copy, 3 photocopies)		PSA		
2. Civil Registry Document to be endorsed (Birth, Death, Marriage) Certification (1 original copy, 3 photocopies)		LCRO		
3. Authorization letter / Special Power of Attorney (if applicable) (1 original copy)		Document Owner/Notary Public		
4. Valid ID of the document owner and authorized representative (1 photocopy)		Document Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Client's logbook and present the civil registry document to be endorsed	1.1 Receive the applicant's request for endorsement	None	20 Minutes	Jingkie A. Reyes <i>Admin. Aide I</i> (LCRO)
	1.2 Verify the availability of civil registry documents for clear copy and PSA Negative Certification 1.2.1 Registry book 1.2.2 Scanned Document	None		Jingkie A. Reyes <i>Admin. Aide I</i> (LCRO)
	1.3 Issue order of payment	None		Jingkie A. Reyes <i>Admin. Aide I</i> (LCRO)
2. Pay at the treasury office	2.1 Process payment and issue OR (Windows 1, 2, and 3)	P200.00		<i>Revenue Clerk</i> MTO
3. Submit OR	1.7 Receive and record OR	None	1 Hour, 30 Minutes	Jingkie A. Reyes <i>Admin. Aide I</i> (LCRO)



	1.8 Prepare endorsement letter for advance copy/clear copy/PSA Negative Certification but available in LCRO of civil registry document.	None		Jingkie A. Reyes <i>Admin. Aide I</i> (LCRO)
	1.9 Review and sign the endorsement letter and other supporting documents	None	10 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar</i> (LCRO)
4. Receive and sign in the releasing logbook	4.1 Record the signed civil registry document in the releasing logbook and release it to the client	None	10 Minutes	Jingkie A. Reyes <i>Admin. Aide I</i> (LCRO)
	4.2 Advise the client to send the document to the PSA via courier for issuance of the certificate in Security paper (SECPA) for verification and approval	None		Jingkie A. Reyes <i>Admin. Aide I</i> (LCRO)
	Total:	P200.00	2 Hours, 10 Minutes	



7. Registration of Legal Instrument

This procedure covers the Registration of Legal Instrument such as an Affidavit of Legitimation by Subsequent Marriage of Parents, Affidavit of Acknowledgement/Admission of Paternity and Affidavit to Use the Surname of the Father pursuant to R.A. 9255.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Illegitimate children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Legitimation:				
1. Certificate of Live Birth (PSA) (1 original copy, 5 photocopies)		PSA		
2. Certificate of Marriage (PSA) (1 original copy, 5 photocopies)		PSA		
3. Advisory of Marriage of both parents (1 original copy, 5 photocopies)		PSA		
4. Community Tax Certificate (CEDULA) of parents (5 photocopies)		MTO		
5. Valid IDs of both parents (5 photocopies)		Parents		
6. Affidavit of Legitimation by Subsequent Marriage of Parents (5 original copies, 5 photocopies)		LCRO/Notary Public		
For Affidavit to Use the Surname of The Father (AUSF)				
1. Certificate of Live Birth (PSA) (1 original copy, 5 photocopies)		PSA		
2. Affidavit to use the surname of the father (AUSF) (5 original copies, 5 photocopies)		LCRO/Notary Public		
3. Community Tax Certificate (CEDULA) of parents (5 photocopies)		MTO		
4. If child is affiant, Sworn Attestation executed by the mother/father/legal guardian (5 original copies, 5 photocopies)		LCRO/Notary Public		
For Acknowledgement/Admission of Paternity				
1. Certificate of Live Birth (PSA) (1 original copy, 5 photocopies)		PSA		
2. Community Tax Certificate (CEDULA) of parents (5 photocopies)		MTO		
3. Valid IDs of both parents (5 photocopies)		Parents		
4. Affidavit of Admission of Paternity (5 original copies, 5 photocopies)		LCRO/Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Log in the Attendance Log Sheet and submit the requirements for Legitimation by subsequent marriage of parents	1.1 Receive and verify the completeness and accuracy of requirements.	None	20 Minutes	Erika Joyce B. Paragas <i>Registration Officer / (LCRO)</i>
	1.2 Issue order of payment to the client	None		Erika Joyce B. Paragas <i>Registration Officer / (LCRO)</i>
2. Pay at treasury office	2.1 Process payment and issue OR (Windows 1, 2, and 3)	P200.00	-	<i>Revenue Clerk (MTO)</i>
3. Submit OR	3.1 Record OR	None	3 Hours, 20 Minutes	Erika Joyce B. Paragas <i>Registration Officer / (LCRO)</i>
	3.2 Register the Legal Instrument	None		Erika Joyce B. Paragas <i>Registration Officer / (LCRO)</i>
	3.3 Encode and prepare the documents to be attached	None		Erika Joyce B. Paragas <i>Registration Officer / (LCRO)</i>
	3.4 Review and sign the prepared documents	None	10 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar (LCRO)</i>
4. Receive the document and sign in the releasing logbook	4.1 Record the signed civil registry document to releasing logbook and release it to the client	None	10 Minutes	Erika Joyce B. Paragas <i>Registration Officer / (LCRO)</i>
	4.2 Advise the client to submit the documents and follow up to the PSA for issuance of Birth Certificate with annotation in Security Paper (SECPA) for	None		Erika Joyce B. Paragas <i>Registration Officer / (LCRO)</i>



	verification and approval			
	Total:	P200.00	4 Hours	



8. Supplemental Report

This procedure covers the supplying of entries or information in the Certificate of Live Birth, Certificate of Marriage, Certificate of Death, and Certificate of Fetal Death which are inadvertently omitted when the document was registered.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Interested parties with omitted entries in their civil registry document.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (1 original copy, 4 photocopies)	4	PSA		
2. Baptismal Certificate (4 photocopies)		Church		
3. Marriage Certificate (if married) (4 photocopies)	4	PSA/LCRO		
4. Voter's Certification (if applicable) (4 photocopies)	4	COMELEC		
5. School Record (Form 137/OTR) (if applicable) (4 photocopies)		School		
6. Valid IDs (4 photocopies)		Owner		
7. Civil Registry Record of Ascendants/Descendants (4 photocopies)		PSA/LCRO		
8. Affidavit of Supplemental Report (4 original copies, 4 photocopies)		LCRO/Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Client's logbook and submits the requirements for Supplemental Report	1.1 Receive application for Supplemental Report	None	10 Minutes	Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	1.2 Check the accuracy of requirements	None		Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	1.3 Issue Order of Payment	None		Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
2. Pay at the treasury office	2.1 Process payment and issue OR (Windows 1, 2, and 3)	P300.00		<i>Revenue Clerk</i> MTO



3. Submit the OR	3.1 Receive and record OR	None	3 Hours	Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	3.2 Encode and annotate entries in the prescribed municipal forms. (Birth/Death/Marriage)	None		Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	3.3 Prepare and stamp with "CERTIFIED TRUE COPY" the attachments for the Supplemental Report	None		Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	3.4 Review, sign, and approve the documents	None	10 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar</i> (LCRO)
4. Receive the document and sign in the releasing logbook	4.1 Record the signed civil registry document in the Releasing Logbook and release it to the client	None	10 Minutes	Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	4.2 Advise client to send the document to PSA via courier for the issuance of the certificate in Security Paper (SECPA) after verification and approval	None		Erika Joyce B. Paragas <i>Registration Officer</i> / (LCRO)
	Total:	P300.00	3 Hours, 30 Minutes	



9. Registration of Court Decree

This procedure refers to the registration and recording of court orders, judgments, or decrees in the civil registry document.

Office or Division:	Local Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Individuals who filed petitions in the court			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Order / Decision (1 original copy, 4 photocopies)		Court		
2. Certificate of Finality (1 original copy, 4 photocopies)		Court		
3. Certificate of Registration (4 original copies)		Civil Registry of the city/municipality where the Court is located		
4. Certificate of Authenticity (4 original copies)		Civil Registry of the city/municipality where the Court is located		
5. Certificate of Live Birth (PSA) of adopted child (for adoption) (1 original copy, 4 photocopies)		PSA		
6. Certificate Marriage (1 original copy, 4 photocopies)		PSA		
7. Special Power of Attorney (SPA) (1 original copy)		Notary Public		
8. Valid ID of Document Owner/Authorized Representative (1 photocopy)		Document Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Client's Logbook and present the requirements	1.1 Receive request and verify the completeness and accuracy of the requirements	None	20 Minutes	Norman Emmanuel R. Zafrá <i>Admin. Assistant (LCRO)</i>
	1.2 Issue order of payment	None		Norman Emmanuel R. Zafrá <i>Admin. Assistant (LCRO)</i>
2. Pay at the treasury office	2.1 Process payment and issue OR (Windows 1, 2, and 3)	P500.00		<i>Revenue Clerk MTO</i>
3. Submit OR	3.1 Receive and record OR	None	4 Hours	Norman Emmanuel R. Zafrá



				<i>Admin. Assistant (LCRO)</i>
	3.2 Register the court decree and annotate in the civil registry document	None		Norman Emmanuel R. Zafrá <i>Admin. Assistant I (LCRO)</i>
	3.3 Prepare amended birth certificate (for adoption)	None		Norman Emmanuel R. Zafrá <i>Admin. Assistant (LCRO)</i>
	3.4 Stamp documents and prepare endorsement letter to PSA	None		Norman Emmanuel R. Zafrá <i>Admin. Assistant I (LCRO)</i>
	3.5 Review and sign the documents	None	10 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar (LCRO)</i>
4. Receive the document and sign in the releasing log sheet	4.1 Record the signed civil registry documents to releasing log sheet and release it to the client	None	10 Minutes	Norman Emmanuel R. Zafrá <i>Admin. Assistant I (LCRO)</i>
	4.2 Advise client to send the documents thru courier and follow-up to the PSA Main Office	None		Norman Emmanuel R. Zafrá <i>Admin. Assistant I (LCRO)</i>
	Total:	P500.00	4 Hours, 40 Minutes	



10. Petition for Correction of Clerical Error

This procedure covers the correction of clerical error and change of first name (R.A. 9048), correction of entry of day and month of birth and sex (R.A. 10172) in a civil registry document.

Office or Division:	Local Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Individuals with Clerical error in their Civil Registry Document
CHECKLIST OF REQUIREMENTS	
Correction of Clerical Error (R.A. 9048)	WHERE TO SECURE
1. Birth, Marriage, Death Certificates to be corrected (PSA or NSO) (1 original copy, 4 photocopies)	PSA
2. Baptismal Certificate (1 original copy, 4 photocopies)	Church
3. School Records (if applicable) (1 original copy, 4 photocopies)	School
4. Police & NBI Clearance (if applicable) (1 original copy, 4 photocopies)	PNP/NBI
5. Special Power of Attorney and valid ID (for authorized representative) (1 original copy, 4 photocopies)	Notary Public
6. Community Tax Certificate (CEDULA) (1 original copy, 4 photocopies)	MTO
7. Civil Registry Records of Ascendants/Descendants (1 original copy, 4 photocopies)	LCRO/PSA
8. Certificate of Indigency (for Indigent) (1 original copy, 4 photocopies)	MSWDO & Barangay
9. Other supporting documents to correct the error, if needed. (1 original copy, 4 photocopies)	Document Owner
Change of First Name (R.A. 9048)	Change of First Name (R.A. 9048)
1. Birth Certificate to be corrected (PSA or NSO) (1 original copy, 4 photocopies)	PSA
2. Baptismal Certificate (1 original copy, 4 photocopies)	Church
3. Marriage Certificate (if married) (1 original copy, 4 photocopies)	LCRO/PSA
4. Valid ID's (1 original copy, 4 photocopies)	Document Owner
5. Police & NBI Clearance (1 original copy, 4 photocopies)	PNP/NBI
6. School Records (if applicable) (1 original copy, 4 photocopies)	School



7. Certificate of Employment (if employed) (1 original copy, 4 photocopies)	Employer
8. Affidavit of Non-Employment (if Not Employed) (1 original copy, 4 photocopies)	Notary Public
9. Affidavit of two disinterested persons (if applicable) (1 original copy, 4 photocopies)	Notary Public
10. Special Power of Attorney and valid ID (for authorized representative) (1 original copy, 4 photocopies)	Notary Public
11. Community Tax Certificate (1 original copy, 4 photocopies)	MTO
12. Certificate of Indigency (for Indigent) (1 original copy, 4 photocopies)	MSWDO & Barangay
13. Children's Birth Certificate (if applicable) (1 original copy, 4 photocopies)	LCRO/PSA
14. Publication (2 consecutive weeks for local newspaper; 1 week for national) (1 original copy, 4 photocopies)	Publishing company
Correction in the Entry of Birth (Day and Month only) and Sex (R.A. 10172)	
1. Birth Certificate to be corrected (PSA or NSO) (1 original copy, 4 photocopies)	PSA
2. Baptismal Certificate (1 original copy, 4 photocopies)	Church
3. Marriage Certificate (1 original copy, 4 photocopies)	LCRO/PSA
4. School Records (if applicable) (1 original copy, 4 photocopies)	School
5. Police & NBI Clearance (1 original copy, 4 photocopies)	PNP/NBI
6. Certificate of Employment (1 original copy, 4 photocopies)	Employer
7. Affidavit of Non-Employment (if Not Employed) (1 original copy, 4 photocopies)	Notary Public
8. Special Power of Attorney and valid ID (for authorized representative if applicable) (1 original copy, 4 photocopies)	Notary Public
9. Community Tax Certificate (CEDULA) (of the petitioner) (1 original copy, 4 photocopies)	MTO
10. Valid IDs (1 original copy, 4 photocopies)	Document Owner/Authorized Representative
11. Medical Records (if applicable) (1 original copy, 4 photocopies)	Rural Health Unit/Hospital
12. Medical Certificate Issued by accredited Government Physician (if applicable) (1 original copy, 4 photocopies)	Rural Health Unit/Hospital



13. Certificate of Indigency (for Indigent) (1 original copy, 4 photocopies)		MSWDO & Barangay		
14. Publication (2 consecutive weeks for local newspaper; 1 week for national) (1 original copy, 4 photocopies)		Publishing company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Client's Logbook and submit the requirements for correction	1.2 Receive the submitted requirements	None	30 Minutes	Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	1.3 Check the completeness and accuracy of the requirements	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	1.4 Issue order of payment <i>*No Filing Fee for Indigent Petitioner</i>	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
2. Pay at the treasury office	2.1 Process payment and issue OR (Windows 1, 2, and 3)	CFN P3,200.00 Correction in the Entry of Birth P3,200.00 CCE P1,200.00		<i>Revenue Clerk MTO</i>
3. Submit OR	3.1 Receive and record OR	None	3 Hours	Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	3.2 Prepare Petition for Correction of Clerical Error / Change of First Name (R.A. 9048) / Entry of Day and Month of Birth and Sex (R.A. 10172)	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	3.3 Instruct client to sign the petition	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
4. Sign the filed petition and will claim the petition	4.1 Prepare Notice of Posting to be posted in the	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>



after 10 days of posting	Bulletin Board for 10 calendar days.			
	4.2 Prepare Certificate of Posting (after 10 days of posting)	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	4.3 Post Notice of Publication (2 consecutive weeks) for Change of First Name (R.A. 9048) and Entry of Birth / Sex (R.A. 10172).	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	4.4 Prepare and stamp the supporting documents	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	4.5 Review the prepared petition	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	4.6 Final review and sign the documents	None	10 Minutes	Ismael D. Malicdem, Jr. <i>Municipal Civil Registrar (LCRO)</i>
5. Receive filed petition and send to PSA and sign in the releasing logbook	5.1 Record in the releasing logbook	None	10 Minutes	Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	5.2 Instruct client to send the document to PSA Quezon City main office (thru courier)	None		Jocelyn P. De Asis <i>Admin. Aide I (LCRO)</i>
	Total:	CFN P3,200.00 Correction in the Entry of Birth P3,200.00 CCE P1,200.00	3 Hours, 50 Minutes	



MUNICIPAL ACCOUNTING OFFICE



1. Preparation and Issuance of BIR Forms 2306 & 2307

This service covers the issuance of BIR Form 2306 and 2307 for the tax withheld for the transaction

Office or Division:	Municipal Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Form (1 original copy)		ACO		
2. Valid Government ID (1 original copy)		Client		
3. Authorization Letter (if authorized representative) (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out form	1.1 Receive the filled-out form and verify the accuracy of the information entered into the form	None	2 Minutes	Lady Anne Razzel M. Purisima Senior Bookkeeper (Mun. Acctg. Office)
	1.2 Prepare BIR Form 2306 & 2307	None	2 Minutes	
	1.3 Review and countersign the BIR form for approval of the Municipal Accountant	None	1 Minute	
	1.4 Sign and approve the BIR Form 2306 & 2307	None	2 Minutes	Flexner M. De Vera Municipal Accountant (Mun. Acctg. Office)
	1.5 Return to the accounting staff	None	1 Minute	
2. Receive BIR Form 2306 and 2307	2.1 Release the BIR Form 2306 & 2307 and file a copy	None	2 Minutes	Regina Cayabyab Admin. Aide
Total:		None	10 Minutes	



MUNICIPAL AGRICULTURE OFFICE



1. Registry System for Basic Sector in Agriculture (RSBSA) Enrollment and Updating Assistance

The Registry System for Basic Sectors in Agriculture is a registry form from the Department of Agriculture that serves as a guideline for providing government-funded services to farmers and fisherfolk, such as financial subsidiaries, farm inputs, and insurance. The Municipal Agriculture Office assists farmers and fisherfolks in RSBSA registration and updating as the basis for development planning in the agriculture and fisheries sector.

Office or Division:	Municipal Agriculture Office (MAO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Farmers, Farm Laborers, and Fisherfolk		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For New			
1.	Proof of land ownership: Any of the following documents stated below: (1 photocopy)	Municipal Assessor’s Office/ Land Owner/Client	
1.1	Certificate of Land Transfer		
1.2	Emancipation Patent		
1.3	Individual Certificate of Land Ownership Award (CLOA)		
1.4	Collective CLOA		
1.5	Co-ownership CLOA		
1.6	Agricultural Sales Patent		
1.7	Homestead Patent		
1.8	Certificate of Title/ Regular Title		
1.9	Certificate of Ancestral Domain Title		
1.10	Certificate of Ancestral Land Title		
1.11	Tax Declaration		
1.12	Others (e.g., Barangay Certification - original copy, Authorization from the Land owner with (1) photo copy of ID and 3 specimen signature (If, Tenant)		
2.	2X2 photo taken within 6 months (1 original copy)	Client	
3.	Valid ID (1 photocopy)	Client	
4.	RSBSA Enrollment form duly accomplished and signed by Punong Barangay (1 original copy)		
Change of Personal information			
1.	Duly Accomplished SLIP A	MAO	
2.	Photocopy of Government Issued ID	Client	
Change of Farm Parcel Information			
1.	Duly Accomplished SLIP B	MAO	
2.	Proof of land ownership	Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit with attached documentary requirements	1.1 Receive and check the requirements for completeness	None	30 Minutes	Raiza Mae C. Turalba <i>Agricultural Technologist (MAO)</i>
	1.2 Endorse to MAFC Chairman and Municipal Agriculturist for signature	None	5 Minutes	Ivan T. De Vera <i>Agricultural Technician (MAO)</i>
	1.3 Submit RSBSA Enrollment Form/RSBSA SLIP A/ RSBSA SLIP B with complete attachments and signatures to the Department of Agriculture Regional Field Office-1 RSBSA Section Office for encoding <i>***Client may also directly submit the application to the DA-RFO1 RSBSA Section</i>	None	1 Day (Every Thursday)	Isabelo A. Pascua <i>Agricultural Technician / (MAO)</i>
	1.4 Receive RSBSA Stub from DA	None	-	
2. Receive RSBSA Stub	2.1 Release RSBSA Stub	None	5 Minutes	Raiza Mae C. Turalba <i>Agricultural Technologist (MAO)</i>
	Total:	None	1 Day, 40 Minutes	



2. Issuance of Farmer's Certification

Issuance of farmer's certifications is done by the Municipal Agriculture Office to be used by clients for loan production and other purposes.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Registered Farmers, Farm Laborers, Fisherfolk, and Agri Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Farmer's ID or RSBSA Stub (1 original copy)		MAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Verify the RSBSA Registration thru Farmers and Fisherfolk Registry System	None	15 Minutes	Raiza Mae C. Turalba <i>Agricultural Technologist (MAO)</i>
	1.2 Interview the client to clarify the purpose	None		
2. Fill out the Farmers Certification Request Slip	2.1 Receive and sign the slip	None		Margie G. Ballesteros <i>Agricultural Technician (MAO)</i>
	2.2 Advise client to pay at MTO			
3. Pay certification fee	3.1 Process payment and issue an OR	P130.00	-	Revenue Clerk MTO
4. Present OR to MAO	4.1 Prepare certification and sign	None	15 Minutes	Margie G. Ballesteros <i>Agricultural Technician (MAO)</i>
	4.2 Review and sign certification	None	5 Minutes	<i>Municipal Agriculturist</i>
5. Receive the certification	5.1 Release the certification and ask client to sign in the releasing logbook	None	5 minutes	Margie G. Ballesteros <i>Agricultural Technician (MAO)</i>
	Total:	P130.00	40 Minutes	



3. Issuance of Local Product Certification

The Municipal Agriculture Office is responsible for issuing certifications which can then be utilized by clients seeking Local Product Certification. These certificates provide information on the origin and transportation of locally produced goods.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Fishermen, and agriculture-related business and/or owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance/Certification (1 photocopy)		Barangay		
2. Business permit - Mayors permit or Barangay business permit (1 photocopy)		Barangay/MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check documentary requirements, discuss and verify information given	None	20 Minutes	Alfonso E. De Vera <i>Agricultural Technologist (MAO)</i>
2. Fill out the Local Production Certification Slip	2.1 Receive and sign the slip	None		
	2.2 Advise client to pay at MTO	None		
3. Pay certification fee	3.1 Process payment and issue an OR	P130.00	-	<i>Revenue Clerk MTO</i>
4. Present OR to MAO	4.1 Prepare certification	None	15 Minutes	Alfonso E. De Vera <i>Agricultural Technologist (MAO)</i>
	4.2 Review and sign certification	None	5 Minutes	<i>Municipal Agriculturist (MAO)</i>
5. Receive the certification	5.1 Release the certification and ask client to sign in the releasing logbook	None	5 Minutes	Alfonso E. De Vera <i>Agricultural Technologist (MAO)</i>
Total:		130.00	45 Minutes	



4. Issuance of Land Reclassification Certification

The Municipal Agriculture Office is responsible for the Issuance of Land Reclassification Certification based on the dominant use or actual used, in consistent with CLUP, DAR A.O. No. 1, series of 2002 on land conversion as one of the documentary requirements for the application of re classification.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of land ownership any of the following: (1 photocopy)		Municipal Assessor's Office/ Land Owner/Client		
1.1	Certificate of Land Transfer			
1.2	Emancipation Patent			
1.3	Individual Certificate of Land Ownership Award (CLOA)			
1.4	Collective CLOA			
1.5	Co - ownership CLOA			
1.6	Agricultural Sales Patent			
1.7	Homestead Patent			
1.8	Certificate of Title/ Regular Title			
1.9	Certificate of Ancestral Domain Title			
1.10	Certificate of Ancestral Land Title			
1.11	Tax Declaration			
1.12	Others (e.g., Certificate of Deed of Sale etc.)			
2. Authorization affidavit of applicants (if representative with attach (1) photocopy of Valid ID) (1 original copy)		Client		
3. Assessment Slip (1 original copy)		Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1.1 Check documentary requirements, discuss and verify information given	None	15 Minutes	Margie G. Ballesteros <i>Agricultural Technician (MAO)</i>
2. Fill out the Land Reclassification Slip	2.1 Receive and sign the slip			
	2.2 Conduct site inspection and geotag the area to be reclassified	None	2 Days (as per availability/preference of client)	Anthony M. Pinzon <i>Agricultural Technician (MAO)</i>



	2.3 Advise client to pay at MTO	None		Christopher Bec A. Ramos <i>Agricultural Technologist (MAO)</i>
3. Pay certification fee	3.1 Process payment and issue an Official Receipt	P130.00	-	<i>Revenue Clerk MTO</i>
4. Present OR to MAO	4.1 Prepare certification	None	15 Minutes	Margie G. Ballesteros <i>Agricultural Technician (MAO)</i>
	4.2 Review and sign certification	None	5 Minutes	<i>Municipal Agriculturist (MAO)</i>
5. Receive the certification	5.1 Release the certification and ask client to sign in the releasing logbook	None	5 Minutes	Margie G. Ballesteros <i>Agricultural Technician (MAO)</i>
	Total:	P130.00	2 Days, 40 Minutes	



5. Issuance of Product Promotion Permit

This service issues the official Product Promotion Certification required by clients to legally conduct local product promotions, meetings, and orientations.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers, Farm Laborers, Fishermen, and agriculture-related business and/or owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company profile such as SEC registration, Business Permits, FPA Analysis, etc. (1 photocopy)		Client		
2. Request letter (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check documentary requirements, discuss and verify information given	None	20 Minutes	Diana C. Cayabyab <i>Agricultural Technician (MAO)</i>
2. Fill out the product promotion permit slip	2.1 Receive and sign the slip			
	2.2 Advise the client to pay at MTO	None		
3. Pay permit fees	3.1 Process payment and issue an OR	P350.00	-	Revenue Clerk (MTO)
4. Present OR to MAO	4.1 Prepare permit	None	10 Minutes	Alfonso E. De Vera <i>Agricultural Technologist (MAO)</i>
	4.2 Review and sign permit	None	5 Minutes	Municipal Agriculturist (MAO)
5. Receive the permit	5.1 Release the permit and ask client to sign in the releasing logbook	None	5 Minutes	Alfonso E. De Vera <i>Agricultural Technologist (MAO)</i>
	Total:	P350.00	40 Minutes	



6. Animal Treatment and Deworming of Large and Small Ruminants

The Municipal Agriculture Office administers treatment and deworming to large and small ruminants in the locality to prevent the development of animal diseases to protect health and promote the safety of people.

Office or Division:		Municipal Agriculture Office (MAO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Animal/Livestock Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Treatment Request Slip (1 original copy)		MAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip	1.1 Review the request slip	None	10 Minutes	Alvin P. Solomon <i>Admin. Aide (MAO)</i>
	1.2 Interview the client	None		Alvin P. Solomon <i>Admin. Aide (MAO)</i>
	1.3 Schedule animal visitation and treatment	None	5 Minutes	Alvin P. Solomon <i>Admin. Aide (MAO)</i>
	1.4 Conduct animal visitation and provide appropriate treatment or recommendation	None	2 Days	Dr. Joselito P. Rosario <i>Veterinarian II (MAO)</i>
	Total:	None	2 Days, 15 Minutes	



7. Vaccination of Anti-Rabies to Dogs and Cats

Anti-rabies vaccination is administered to pets specifically dogs and cats to control the spread of animal diseases to promote the health and safety of both animal and people.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal information booklet or card (if available)		Pet Owner		
2. Request Letter (for Barangay request) (1 original copy)		Barangay		
3. Animal Vaccination Card (1 original copy)		MAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Review submitted documents	None	10 Minutes	Alvin P. Solomon Admin. Aide (MAO)
2. Fill out the Anti-rabies vaccination request slip	2.1 Receive and sign the slip	None		
	2.2 Advise the client to pay at the Municipal Treasury Office	None		
3. Pay required fees	3.1 Process payment and issue official receipt (for walk-in client)	P130.00	-	Revenue Clerk (MTO)
4. Present OR to MAO	5.2 Schedule vaccination	None	10 Minutes	Alvin P. Solomon Admin. Aide (MAO)
	5.3 Conduct home visit (if applicable) and vaccination	None	2 Days	Alvin P. Solomon Admin. Aide (MAO)
	5.4 Update vaccination card and issue to client	None		Alvin P. Solomon Admin. Aide (MAO)
	Total	P130.00	2 Days, 20 Minutes	



8. Insurance Applications (Crop, Livestock, Fishery and Non-Crop Insurance) Assistance

The Municipal Agriculture Office, in collaboration with the Philippine Crop Insurance Corporation (PCIC), provides insurance protection to farmers and fisherfolks against losses arising from calamities, plant diseases, and pest infestations of agricultural crops as well as livestock animals. The PCIC also provides non-crop insurance like life insurance for farmers and machinery Insurance.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	RSBSA registered farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID or Farmer's ID (1 photocopy)		Client/MAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Receive requirements and interview client	None	30 Minutes	Raiza Mae C. Turalba <i>Agricultural Technologist (MAO)</i>
2. Fill out PCIC Insurance Form	1.2 Check form for completeness	None		
	2.1 Submit form to insurance company <i>*Client may also directly submit insurance application to insurance company</i>	None		
Total:		None	30 Minutes	



9. Replacement of Farmer's ID

Issuance of Farmer's ID is done by the Municipal Agriculture Office to be used by clients for any legal purposes it may serve.

Office or Division:	Municipal Agriculture Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	RSBSA Registered farmers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. RSBSA Stub (1 original copy)			MAO		
2. Proof of identification (Any government-issued ID) (1 original copy)			Client		
LOST					
1. Affidavit of loss					
DAMAGED					
2. Damaged Farmer's ID					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirements	1.1 Verify RSBSA registration to Farmers and Fisherfolk Registry System (FFRS)	None	15 Minutes	Raiza Mae C. Turalba <i>Agricultural Technologist (MAO)</i>	
2. Fill out farmer's ID request Slip	2.1 Receive and sign the slip	None			
	2.2 Prepare and print ID	None	3 Days	Christopher Bec A. Ramos <i>Agricultural Technologist (MAO)</i>	
3. Receive Farmer's ID	3.1 Release the Farmer's ID and ask the client to sign in the releasing logbook	None	5 Minutes		
	Total:	None	3 Days, 20 Minutes		



10. Securing Endorsement Letters in Accessing Support Services from DA- RFO I / BFAR/PHILMECH/OPAG and Other Agencies

The Municipal Agriculture Office collaborates with other agencies to aid our farmers in availing different services from other agencies such as livestock dispersal and tilapia fingerlings in improving their production and achieving sufficient supply within the locality.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Farmers, Fisher folks and Farmer Group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete set of documentary requirements per type of request				
1. Letter of Intent/Request Letter (1 original copy)		Client/LGU/Concerned agency per type of request		
2. Farmers' Cooperative and Associations (FCAs) profile		Client		
3. Board Resolution		Client		
4. Securities Exchange Commission (SEC) or Department of Labor and Employment (DOLE)if Associations (1 photo copy)/ Cooperative Development Authority (CDA) registration if Cooperative (1 photo copy)		SEC/DOLE/CDA		
5. PRE-VALIDATION REPORT of Request Intervention		MAO		
6. And other pertinent documents, required by concerned government agency		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Check the requirements for completeness	None	1 Day	Alfonso E. De Vera <i>Agricultural Technologist (MAO)</i>
	1.2 Prepare endorsement letter			Raiza Mae C. Turalba <i>Agricultural Technologist (MAO)</i>
	1.3 Sign the endorsement letter			<i>Municipal Agriculturist (MAO)</i>



	1.4 Photocopy the endorsement letter			
2. Receive endorsement	2.1 Ask client to sign in photocopy and releasing logbook as proof of receipt	None	10 minutes	Raiza Mae C. Turalba <i>Agricultural Technologist (MAO)</i>
	Total:	None	1 Day, 10 Minutes	



11. Adopt a Pet Program

This service allows qualified individuals to adopt rescued, surrendered, abandoned, or rehabilitated animals from the Animal Shelter and Welfare Unit in accordance with the Animal Welfare Act and ARTA requirements

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Interested persons (Natural persons, Filipino citizens, or legal residents) who are at least 18 years old and capable of caring for an animal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Adoption Application Form.		Animal Shelter		
2. Animal Adoption Request Slip (1 original copy)		Animal Shelter		
3. Valid ID (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Check the completeness of the submitted documents.	None	15 Minutes	Joselito Rosario <i>Veterinarian II</i> (MAO)
	1.2 Advise client to pay at MTO	None	5 Minutes	
2. Pay the adoption fee.	2.1 Process payment and issue an OR	Php 500.00 Adoption Fee	-	Revenue Clerk (MTO)
3. Present the OR to the Animal Shelter, sign in the adoption logbook and	3.1 Ask client to sign in the Animal Adoption Logbook.	None	10 minutes	Joselito Rosario <i>Veterinarian II</i> (MAO)
4. Receive the adopted animal	4.1 Release the animal together with animal healthcare card, and award the Adoption Certificate	None	5 minutes	
Total:		500.00	35 Minutes	



12. Animal Reclamation

This service allows the owner to claim the impounded animal from the animal shelter.

Office or Division:	Municipal Agriculture Office (MAO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pet owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Reclamation Form.		Animal Shelter		
2. Animal Reclamation Request Slip (1 original copy)		Animal Shelter		
3. Valid ID (1 photocopy)		Client		
4. Proof of ownership (any of the following) : Vaccination Card, Veterinary Records, Photos with the Pet or Certificate of Ownership issued by Barangay.		Client/ Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Check the completeness of the submitted documents.	None	20 minutes	Joselito Rosario <i>Veterinarian II</i> (MAO)
	1.2 Advise client to pay at MTO	None	5 minutes	
2. Pay the reclamation fee	2.1 Process payment and issue an OR	PHP 260.00 (additional 80 pesos for the succeeding day of being impounded)	-	Revenue Clerk (MTO)
3. Present the OR to the Animal Shelter and sign in the adoption logbook	3.1 Ask client to sign in the Animal Reclamation Logbook.	None	10 minutes	Joselito Rosario <i>Veterinarian II</i> (MAO)
4. Receive the animal	4.1 Release the animal together with animal healthcare card.	None	5 minutes	



	Total:	PHP 260.00 (additional 80 pesos for the succeeding day of being impounded)	40 Minutes	
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MUNICIPAL ASSESSOR'S OFFICE



1. Assessment of Real Properties

This service covers the Assessment of Land, Buildings, and Machineries. It also includes the reassessment, correction of area based on title and subdivision plans, revision and declaration of new real properties as cited under Republic Act 7160

Office or Division:	Municipal Assessor’s Office		
Classification:	G2C-Government to Citizens; G2B- Government to Business; G2G- Government to Government		
Type of Transaction:	Complex		
Who may avail:	All Tax Payers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Land Assessment:			
1.	Latest tax receipt (if applicable) (1 photocopy)	Municipal Treasury Office (MTO)	
2.	Certified True/Electronic Copy of Tax Declaration (if applicable) (1 original copy, 1 photocopy)	Municipal Assessor’s Office	
3.	Approved Survey/Sketch Plan (if applicable) (1 original copy, 1 photocopy)	Private Surveying Office	
4.	Status from CENRO/LRA (if applicable) (1 original copy, 1 photocopy)	CENRO/LRA	
5.	Copy of V-37 (Technical Lot Description) from DENR/CENRO (if applicable) (1 original copy, 1 photocopy)	DENR/CENRO	
6.	Certification from DENR/CENRO that the land is within alienable and disposable area (if applicable) (1 original copy, 1 photocopy)	DENR/CENRO	
7.	Affidavit of Possession/Ownership and/or Sworn Statement of the true value of the property (if applicable) (1 original copy, 1 photocopy)	Notary Public	
8.	Certification from the Barangay Captain that the declarant is the present owner and occupant and Certificate of Adjoining owners duly sworn to by the Barangay Captain and/or Municipal Mayor (for undeclared properties only) (1 original copy, 1 photocopy)	Barangay Captain/Municipal Mayor	
9.	Certified True/Electronic Copy of Land Title (if applicable) (1 original copy, 1 photocopy)	Registry of Deeds	
10.	Certified True/Electronic Copy of Deed of conveyance (if applicable) (1 original copy, 1 photocopy)	Notary Public	
11.	Valid I.D (Government issued) or Community Tax Certificate/Cedula of owner	Client/ Client’s Authorized Representative	



and/or authorized representative (1 photocopy)	
12. Special Power of Attorney (if owner or administrator is not present during transaction) (1 original copy, 1 photocopy)	Notary Public
13. Panoramic view of the concerned land (if applicable) (1 photocopy)	Client/ Client's Authorized Representative
14. Assessment Fee Receipt from Municipal Treasury Office (1 original copy, 1 photocopy)	Municipal Treasury Office (MTO)
15. DAR Certification (if applicable) (1 original copy, 1 photocopy)	Department of Agrarian Reform (DAR)
16. Affidavit of Request (if applicable) (1 original copy, 1 photocopy)	Notary Public
For Reassessment: (1 original copy, 1 photocopy)	
17. Affidavit of Request for Reclassification	Notary Public
18. Affidavit of Request for Correction of Area	Notary Public
19. Affidavit of Undertaking	Notary Public
20. Certification from the Barangay Captain	Barangay Captain
21. Certification from the Municipal Agriculture Office	Municipal Agriculture Office
22. Request Letter for Reassessment	Client/ Client's Authorized Representative
For Building Assessment:	
1. Latest tax receipt (if applicable) (1 photocopy)	Municipal Treasury Office (MTO)
2. Certified True/Electronic Copy of Tax Declaration (if applicable) (1 original copy, 1 photocopy)	Municipal Assessor's Office
3. Special Power of Attorney (if owner or administrator is not present during transaction) (1 original, 1 photocopy)	Notary Public
4. Approved Building Permit and/or Certificate of Occupancy (2 photocopies)	Municipal Engineering Office (MEO)
5. Affidavit of Ownership (if building permit is not available) – for client's initiative only (2 photocopies)	Notary Public
6. Sworn Statement of the true value of the property (1 original, 1 photocopy)	Municipal Assessor's Office
7. Valid I.D (Government issued) or Community Tax Certificate/Cedula of owner and/or authorized representative (2 photocopies)	Client/ Client's Authorized Representative
8. Picture of the concerned building (2 photocopies)	Client/ Client's Authorized Representative



9. Request letter for Reassessment (if applicable) (1 original copy)		Client/ Client's Authorized Representative		
For Machinery Assessment:				
1. Latest tax receipt (if applicable) (2 photocopies)		Municipal Treasury Office (MTO)		
2. Special Power of Attorney (if owner or administrator is not present during transaction) (1 original copy, 1 photocopy)		Notary Public		
3. Sworn Statement of the true value of the property (1 original, 1 photocopy)		Municipal Assessor's Office		
4. Valid I.D (Government issued) or Community Tax Certificate/Cedula of owner and/or authorized representative (2 photocopies)		Client/ Client's Authorized Representative		
5. Picture of the concerned machinery (2 photocopies)		Client/ Client's Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Receive documentary requirements	None	30 Minutes	Marilyn C. Lasquite <i>Admin. Aide II</i> (Mun. Assessor's Office)
	1.2 Issue Service Request Checklist Form and instruct client to pay	None	5 Minutes	Lorna M. Rebamontan <i>LAOO I</i> (Mun. Assessor's Office)
2. Pay necessary fees at the Municipal Treasury Office	2.1 Process payment an issue an official receipt (OR)	Refer to the latest Tax Revenue Code of the Municipality	-	Revenue Clerk MTO
3. Present official receipt to the Municipal Assessor's Office	3.1 Secure official receipt from the client	None	30 Minutes	Marilyn C. Lasquite <i>Admin. Aide II</i> (Mun. Assessor's Office)
	3.2 Proceed to the subject property, conduct actual assessment, prepare tax declaration and other related forms	None		Marilyn C. Lasquite <i>Admin. Aide II</i> (Mun. Assessor's Office) Mary Roschele P. Dizon <i>Admin. Aide III</i> (Mun. Assessor's Office)



	3.3 For Land Assessment (e.g. reclassification/reassessment, correction of land/lot area etc.), prepare inspection report based on the ocular examination conducted and the supporting documents submitted by the client	None		Careen C. Fernandez <i>Tax Mapping Aide</i> (Mun. Assessor's Office) Skycraper C. Matitu <i>Admin. Aide</i> (Mun. Assessor's Office)
	3.4 For Transactions with Deed of Sale: Gather real property sales data from the client using Real Property Data Collection Sheet, in accordance with RA 12001, otherwise known as Real Property Valuation and Assessment Reform Act (RPVARA)	None		Lorna M. Rebamontan <i>LAOO I</i> (Mun. Assessor's Office)
	3.5 Present the accomplished forms and the corresponding supporting documents to the Municipal Assessor for review and recommendation	None	10 Minutes	<i>Municipal Assessor</i> (Mun. Assessor's Office)
	3.6 Advise client to return after 30 days, once the Tax declaration has been approved by the Provincial Assessor and is available for release	None	30 working days are needed for the approval of intended request of client (This may be extended depending on	Marilyn C. Lasquite <i>Admin. Aide II</i> (Mun. Assessor's Office)



			the immediate approval of the Provincial Assessor)	
4. Receive Tax Declaration	4.1 Release Tax Declaration	None	5 Minutes	Marilyn C. Lasquite Admin. Aide II (Mun. Assessor's Office)
	Total:	Refer to the latest Tax Revenue Code of the Municipality	1 Hour, 20 Minutes	



2. Issuance of Certified True Copy of Tax Declaration and Other Certifications

This procedure covers the issuance of a Certified True Copy of Tax Declaration and Other Certifications.

Office or Division:	Municipal Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens; G2B- Government to Business; G2G- Government to Government			
Who may avail:	All Tax Payers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest tax receipt (if applicable) (1 photocopy)		Municipal Treasury Office (MTO)		
2. Tax declaration (if applicable) (1 photocopy)		Municipal Assessor's Office		
3. Deed of conveyance (if applicable) (1 photocopy)		Notary Public		
4. Original and/or Certified True/Electronic Copy of Land Title (1 photocopy)		Registry of Deeds		
5. Special Power of Attorney or authorization letter (if owner or administrator is not present during transaction) (1 original copy, 1 photocopy)		Notary Public		
6. Valid I.D (Government issued) or Community Tax Certificate/Cedula of owner and/or authorized representative (as may be applicable) (1 photocopy)		Client/ Client's Authorized Representative		
7. Affidavit of No Improvement (for certification of no improvement only) (1 original copy, 1 photocopy)		Notary Public		
8. Certification from the Barangay Captain and Affidavit of No Real Property (for certification of no real property only) (1 original copy, 1 photocopy)		Barangay Captain and Notary Public		
9. Certificate of Live Birth and/or Certificate of Death of the property owner (if applicable) (1 photocopy)		Client/ Client's Authorized Representative		
10. Affidavit of Consent (if applicable) (1 original copy, 1 photocopy)		Notary Public		
11. Picture of the concerned real property (if applicable) (1 photocopy)		Client/ Client's Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive documentary requirements	None	20 Minutes	Lorna M. Rebamontan LAOO I



				(Mun. Assessor's Office)
	1.2 Issue the Service Request Checklist Form and instruct client to pay	None		Lorna M. Rebamontan LAOO I (Mun. Assessor's Office)
2. Pay necessary fees at the Municipal Treasury Office	2.1 Process payment and issue OR	Refer to the latest Tax Revenue Code of the Municipality	-	Revenue Clerk MTO
3. Present Official Receipt to the Municipal Assessor's Office	3.1 Secure official receipt from the client	None	20 Minutes	Janrie C. Roldan Administrative Aide III (Mun. Assessor's Office)
	3.2 Traceback records from book of assessments if the property is not verified through the systems (CLSE, PaRTS, QGIS)	None		Janrie C. Roldan Administrative Aide III (Mun. Assessor's Office)
	3.3 Conduct ocular inspection (if applicable)	None		Jonjon P. Mendoza Administrative Assistant IV (Mun. Assessor's Office)
	3.4 Prepare the Certified True Copy of requested document and other Certifications	None		Ermina C. Lopez Administrative Aide I (Mun. Assessor's Office)
	3.5 Present the Certified True Copy of requested document and other Certifications with the corresponding supporting documents to the	None	5 Minutes	Municipal Assessor



	Municipal Assessor review for and approval.			
4. Receive the Certified True Copy of requested document and other Certifications	4.1 Release Certified True Copy of requested document and other Certifications	None	5 Minutes	Jacqueline J. Maximo <i>Administrative Aide III</i> (Mun. Assessor's Office)
	Total:	Refer to the latest Tax Revenue Code of the Municipality	50 Minutes	



3. Transfer of Land Ownership

This procedure covers the Transfer of Ownership in the Tax Declaration whether the subject property is titled or untitled.

Office or Division:	Municipal Assessor's Office			
Classification:	G2C-Government to Citizens; G2B- Government to Business; G2G- Government to Government			
Type of Transaction:	Complex			
Who may avail:	All Tax Payers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Latest tax receipt (2 photocopies)	Municipal Treasury Office (MTO)		
2.	Certified True/Electronic Copy of Deed of conveyance (1 original copy, 1 photocopy)	Notary Public		
3.	Affidavit of Publication (if applicable) (1 original copy, 1 photocopy)	Notary Public		
4.	Certified True/Electronic Copy of Tax declaration (1 original copy, 1 photocopy)	Municipal Assessor's Office		
5.	Valid I.D (Government Issued) or Community Tax Certificate/Cedula of owner and/or authorized representative (as may be applicable) (2 photocopies)	Client/ Client's Authorized Representative		
6.	Certified True/Electronic Copy of Land Title (if applicable) (1 original copy, 1 photocopy)	Registry of Deeds		
7.	Approved Survey/Sketch Plan (if applicable) (2 photocopies)	Private Surveying Office		
8.	Certificate Authorizing Registration (CAR) from BIR (1 original copy, 1 photocopy)	Bureau of Internal Revenue		
9.	Real Property Tax clearance (1 original copy, 1 photocopy)	Municipal Treasury Office (MTO)		
10.	Transfer/Sales Tax Receipt (1 original, 1 photocopy)	Provincial Treasury Office		
11.	Assessment Fee Receipt (1 original, 1 photocopy)	Municipal Treasury Office (MTO)		
12.	Special Power of Attorney (if owner or administrator is not present during transaction) (1 original, 1 photocopy)	Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive documentary requirements and	None	10 Minutes	Marilyn C. Lasquite Administrative Aide II



	conduct tax mapping			(Mun. Assessor's Office)
	1.2 Issue Service Request Checklist Form and instruct client to pay	None		Lorna M. Rebamontan LAOO I (Mun. Assessor's Office)
2. Pay necessary fees at the Municipal Treasury Office	2.1 Process payment an issue an official receipt	Refer to the latest Tax Revenue Code of the Municipality	-	Revenue Clerk (MTO)
3. Present Official Receipt to the Municipal Assessor's Office	3.1 Secure official receipt from the client	None	30 Minutes	Marilyn C. Lasquite Admin. Aide II (Mun. Assessor's Office)
	3.2 Conduct tax mapping	None		Jonjon P. Mendoza Admin. Assistant IV (Mun. Assessor's Office)
	3.3 Prepare Tax Declaration and other related forms	None		Mary Roschele P. Dizon Admin. Aide III (Mun. Assessor's Office)
	3.4 For transactions with Deed of Sale: Gather real property sales data from the client using Real Property Data Collection Sheet, in accordance with RA 12001, otherwise known as Real Property Valuation and Assessment Reform Act (RPVARA)	None	N/A	Lorna M. Rebamontan LAOO I (Mun. Assessor's Office) Eduardo M. Abalos Jr. Admin. Aide II (Mun. Assessor's Office) Marilyn C. Lasquite Admin. Aide II (Mun. Assessor's Office)



	3.5 Present the accomplished forms and the corresponding supporting documents to the Municipal Assessor for review and recommendation	None	10 Minutes	<i>Municipal Assessor</i>
	3.6 Advise client to return after 30 days, once the Tax declaration has been approved by the Provincial Assessor and is available for release	None	30 working days are needed for the approval of intended request of client (This may be extended depending on the immediate approval of the Provincial Assessor)	Marilyn C. Lasquite <i>Admin. Aide II</i> (Mun. Assessor's Office)
4. Receive Tax Declaration	4.1 Release Tax Declaration	None	5 Minutes	Marilyn C. Lasquite <i>Admin. Aide II</i> (Mun. Assessor's Office)
	Total:	Refer to the latest Tax Revenue Code of the Municipality	55 Minutes	



4. Issuance of Real Property Tax Order of Payment (RPTOP)

This procedure covers the issuance of a Real Property Tax Order of payment to clients for taxation purposes of land, buildings, and machinery.

Office or Division:	Municipal Assessor's Office				
Classification:	Simple				
Type of Transaction:	G2C-Government to Citizens; G2B- Government to Business; G2G- Government to Government				
Who may avail:	All Tax Payers				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Latest tax receipt (1 photocopy)		Municipal Treasury Office (MTO)			
2. Tax declaration (1 photocopy)		Municipal Assessor's Office			
3. Deed of conveyance (if applicable) (1 original copy, 1 photocopy)		Notary Public			
4. Certified True/Electronic or Original Copy of Titles (if applicable) (1 original copy, 1 photocopy)		Registry of Deeds			
5. Special Power of Attorney (if the owner or administrator is not present during the transaction) (1 original copy)		Notary Public			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements	1.1 Receive documentary requirements	None	20 Minutes	Mark Lord M. Pinto Admin. Aide I (Mun. Assessor's Office)	
	1.2 Verify and prepare RPTOP	None	10 Minutes	Mark Lord M. Pinto Admin. Aide I (Mun. Assessor's Office)	
2. Receive RPTOP	2.1 Release RPTOP	None	5 Minutes	Mark Lord M. Pinto Admin. Aide I (Mun. Assessor's Office)	
	Total:	None	35 Minutes		



5. Appraisal of Real Properties

This service covers the Appraisal of Land, Buildings, and Machineries base from the approved Schedule of Market Value (SMV) and Schedule of Base Unit Construction Cost (SBUCC).

Office or Division:	Municipal Assessor's Office			
Classification:	G2C-Government to Citizens; G2B- Government to Business; G2G- Government to Government			
Type of Transaction:	Complex			
Who may avail:	All Tax Payers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax receipt (if applicable) (1 photocopy)		Municipal Treasury Office (MTO)		
2. Tax declaration of Real Property (if applicable) (1 original copy, 1 photocopy)		Municipal Assessor's Office		
3. Deed of conveyance (if applicable) (1 original copy, 1 photocopy)		Notary Public		
4. Certified True/Electronic Copy of Land Title (if applicable) (1 original, 1 photocopy)		Registry of Deeds		
5. Special Power of Attorney (if Owner or administrator is not present during transaction) (1 original copy, 1 photocopy) – for client's initiative only		Notary Public		
6. Sworn Statement of the true value of property (1 original, 1 photocopy)		Municipal Assessor's Office		
7. Valid I.D (Government Issued) or Community Tax Certificate/Cedula of owner and/or authorized representative (2 photocopies)		Client/ Client's Authorized Representative		
8. Picture of the concerned real property (2 photocopies)		Client/ Client's Authorized Representative		
9. Approved building permit (for building)		Municipal Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Review documentary requirements presented and set schedule of appraisal	None	10 Minutes	Lorna M. Rebamontan LAOO I (Mun. Assessor's Office)
2. Pay necessary fees at the Municipal Treasury Office	2.1 Process payment and issue official receipt	Refer to the latest Tax Revenue Code of the Municipality	- (It depends on the location or distance of the	Revenue Collection Clerk (MTO)



	2.2 Conduct ocular inspection to verify the actual condition of the property	None	barangay being inspected)	Nelva A. Badillo <i>Admin. Aide II</i> (Mun. Assessor's Office)
	2.3 Prepare tax declaration and other related forms	None	30 Minutes	Precious Aizel Mae Mangande <i>Assessment Aide</i> (Mun. Assessor's Office)
	2.4 Present the accomplished forms and the corresponding supporting documents to the Municipal Assessor for review and recommendation	None	10 Minutes	<i>Municipal Assessor</i> (Mun. Assessor's Office)
	2.5 Advise client to return after 30 days, once the Tax declaration has been approved by the Provincial Assessor and is available for release	None	30 working days are needed for the approval of intended request of client (This may be extended depending on the immediate approval of the Provincial Assessor)	Nelva A. Badillo <i>Admin. Aide II</i> (Mun. Assessor's Office)
3. Receive Tax Declaration	3.1 Release Tax Declaration	None	5 Minutes	Nelva A. Badillo <i>Admin. Aide II</i> (Mun. Assessor's Office)
	Total:	Refer to the latest Tax Revenue Code of the Municipality	55 Minutes	



MUNICIPAL BUDGET OFFICE



1. Preliminary Review of Barangay Budget (Annual and Supplemental Budget)

Conduct an initial review of the submitted Barangay Annual and Supplemental Budget of 77 Barangays of Bayambang, Pangasinan

Office or Division:	Municipal Budget Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Punong Barangay and other Barangay Official/staff concerned		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly Accomplished prescribed forms (1, original copy, 12 photocopies)			
BARANGAY ANNUAL BUDGET			
1. Barangay Budget Message		Barangay Treasurer/ Secretary	
2. Appropriation Ordinance		Barangay Treasurer/ Secretary	
3. Certified Statement of Income		Barangay Treasurer/ Secretary	
4. BBP Form No. 1 (Budget of Expenditures & Sources of Financing)		Barangay Treasurer/ Secretary	
5. BBP Form No.2 (Programmed Appropriation & Obligation by PPA Expense Class, Object of Expenditures & Expected Results)		Barangay Treasurer/ Secretary	
6. BBP Form No.2A (List of Projects Chargeable Against 20% Devt. Fund)		Barangay Treasurer/ Secretary	
7. BBP Form No.3 (Plantilla of Personnel)		Barangay Treasurer/ Secretary	
8. BBP Form No.4 Statement of Indebtedness)		Barangay Treasurer/ Secretary	
9. Annual Investment Program (AIP) with endorsement from MPDO		Barangay Treasurer/ Secretary	
10. GAD Plan and Budget with Municipal Planning and DILG Certificate of Review and Endorsement		Barangay Treasurer/ Secretary	
11. BDRRM Plan with Barangay Resolution duly certified by the MDRRMO		Barangay Treasurer/ Secretary	
12. Senior Citizen and PWD Plan and Budget		Barangay Treasurer/ Secretary	
13. BCPC Plan and Budget		Barangay Treasurer/ Secretary	
14. Solid Waste Management Plan		Barangay Treasurer/ Secretary	
15. Combatting AIDS Plan		Barangay Treasurer/ Secretary	
16. Barangay Plan, PPA, and Work Programs (Health and Nutrition, BADAC, Peace and Order, and other Special Activities)		Barangay Treasurer/ Secretary	
17. Annual Procurement Plan (APP)		Barangay Treasurer/ Secretary	
SANGGUNIANG KABATAAN (SK) ANNUAL BUDGET			
1. Barangay Certification of 10% Share		Barangay Treasurer	
2. Copy of Barangay Certified Statement of Income		Barangay Treasurer	



3. CBYDP with SK Resolution, LYDO certification and Endorsement		SK Chairperson		
4. ABYIP with SK resolution, LYDO certification and endorsement		SK Chairperson		
5. Annual Budget with approved Resolution		SK Chairperson		
6. Plantilla of Personnel		SK Chairperson		
SUPPLEMENTAL BUDGET FOR BARANGAY & SANGGUNIANG KABATAAN				
1. Approved Supplemental Annual Investment Program (AIP)/Approved Supplemental Annual Barangay Youth Investment Program (ABYIP)		Barangay Treasurer/ SK Chairperson		
2. Statement of Funding Sources		Barangay Treasurer/ SK Chairperson		
3. Statement of Supplemental Appropriation		Barangay Treasurer/ SK Chairperson		
4. Appropriation Ordinance for Barangay/ Approved SK Resolution		Barangay Treasurer/ SK Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Barangay Annual/Supplemental Budget with complete documents as required	1.1.Receive and record in the Barangay /SK Annual Budget or Supplemental Budget Logbook	None	5 Minutes	Michelle P. Bautista <i>Admin. Aide (MBO)</i>
	1.2. Review the correctness of the submitted document	None	30 Minutes	Christine P. Artacho <i>Admin. Officer V (MBO)</i> Zeejie R. Torres <i>Admin Aide III (MBO)</i>
	1.3.Prepare notice of deficiency or endorsement letter and forward to the Budget Officer	None	5 Minutes	Christine P. Artacho <i>Admin. Officer V (MBO)</i> Zeejie R. Torres <i>Admin Aide III (MBO)</i>
	1.4. Sign the endorsement letter	None	5 Minutes	Marie Christine Bautista <i>Municipal Budget Officer (MBO)</i>



	1.5. Inform the Barangay Treasurer/ Punong Barangay thru text/messenger to submit additional copies of their Annual Budget	None	5 Minutes	Christine P. Artacho <i>Admin. Officer V (MBO)</i> Zeejie R. Torres <i>Admin Aide III (MBO)</i>
2. Submit 12 copies of the Barangay Annual / Supplemental Budget	2.1. Record in the logbook the Brgy/SK Annual Budget or Supp. Budget	None	10 Minutes	Joselito G.Casingal <i>Admin. Asst. VI (MBO)</i>
	2.2. Endorse to SB	None	10 Minutes	Joselito G.Casingal <i>Admin. Asst. VI (MBO)</i>
	Total:	None	1 Hour, 10 Minutes	



MUNICIPAL COOPERATIVE AND DEVELOPMENT OFFICE



1. Organization and Registration into Cooperative (Orientation)

To assist associations/ groups/ sectors or communities into cooperatives.

Office or Division:	Municipal Cooperative Development Office (MCDO)			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) and Government to Citizens (G2C)			
Who may avail:	All Associations/groups/sectors or communities in Bayambang			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy)		Client		
2. Economic Survey Form (1 original copy)		MCDO		
3. Article of Cooperation (1 original copy)		MCDO		
4. By-Laws (1 original copy)		MCDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1.1 Receive the request letter and record in the visitor's logbook	None	1 Minute	Hazel Joyce B. Soriano Admin. Aide (MCDO)
	1.2 Disseminate letter for orientation	None	10 Minutes	Jacinto T. Perez Admin. Aide (MCDO)
2. Receive letter and participate in the scheduled orientation	2.1 Conduct orientation	None	1 Day	Mark F. Espino MCDO Head (MCDO)
	2.2 Provide assistance in the conduct of the PRS	None	5 Minutes	Mark F. Espino MCDO Head (MCDO)
	Total:	None	1 Day, 16 Minutes	



MUNICIPAL ENGINEERING OFFICE



1. Issuance of Building Permit

This Service aims to facilitate the issuance of building permits in the most effective and convenient way.

Office or Division:	Municipal Engineering Office (MEO)
Classification:	Simple Application 1. Construction/ erection/ addition/ alteration/ renovation/ repair/ legalization of the following structures under Group J Section 701 Division of the NBCP: i. Private garage not more than ninety (90) square meters; ii. Carport; iii. Sheds not less than six (6) square meters; iv. Agricultural buildings; v. Fences over 1.80 meters in height; and, vi. Tanks and towers. 2. Repairs which do not involve alteration/changes from the building plans covered by a previously issued Building Permit, Repair Permits other than those mentioned in Section 301.3 of the NBCP (exemption from Building and Repair Permit). 3. Signage for advertising and business signs; and, 4. Stand-alone permit applications for Building Service Equipment and other support facilities including: i. Mechanical; ii. Sanitary; iii. Electrical iv. Electronics; and, v. Accelerographs. Complex Application Construction/ erection/ alteration/ renovation/ repair/ legalization of the following Complex Type of Project Activity/ structures: 1. Interior Renovations covered by an appropriate Building Permit; 2. Conversion of existing building occupancy classification; 3. Multiple unit residential house not more than 7 storey; 4. Single detached residential house not more than 7 storey; 5. Commercial buildings not more than 9 storey; 6. Warehouse not more than 9 storey; 7. Market buildings not more than 9 storey; 8. Billboard Structures; 9. All other types of Occupancy not more than 9 storey. Highly Technical Application Construction / erection / addition / alteration / renovation / repair / legalization of the following Highly Technical Type of Project Activity / Structures: 1. Commercial buildings exceeding 9 storey; 2. Market buildings exceeding 9 storey;



	3. All applications belonging to Group D of the NBCP; i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-3 of the NBCP; ii. Public and Private hospitals (Division D-2 of the NBCP); iii. Nursing homes for ambulatory patients, school and home, belonging to Division D-3 of the NBCP; 4. Those belonging to Group H and I of the NBCP; i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc. ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and, iii. Those buildings / structures whose use has very advance structure calculation method in design, as classified in the Structural Reference Standards. 5. All types of occupancy of more than 9 storeys. 6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC). 7. Special Structures such as but not limited to Aerodrome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, Historic Centers / Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Offshore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings All other transactions not expressly falling under either 'Complex' or 'Highly Technical' shall, for the purpose of these Guidelines, be considered as 'Simple' consistent with the mandate of RA No. 11032.
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	Any person, firm or corporation including government agencies or instrumentality who intends to construct, renovate/repair, convert any building/structure in Bayambang.
CHECKLIST OF REQUIREMENTS	
1. Unified Application Form for Building Permit, signed and sealed by the duly licensed and registered professional with conformity of the applicant, duly accomplished and notarized (4 original copies)	Office of the Building Official
2. Proof of land ownership or possession, submit one copy (1) <u>any</u> of the following together with a copy of Real Property Tax Declaration:	Office of the Municipal Assessor



• Original Certificate of Title (OCT), Certified True Copy • Transfer Certificate of Title (TCT), Certified True Copy • Lot Locational Plan from LRA	Registry of Deeds / DENR – CENRO LRA
3. Additional requirement if applicant is not the registered owner of the lot, submit one (1) original copy <u>any</u> of the following: • Contract of Lease, duly notarized • Deed of Absolute Sale, duly notarized • Deed of Donation, duly notarized • Deed of Assignment of Rights, duly notarized • Affidavit of consent from the lot owner/s, duly notarized	Lot Owner
4. Four (4) sets of the following documents (<i>signed and sealed by the duly licensed and registered professionals with conformity of the applicant</i>), whenever applicable: • Duly accomplished Ancillary Permit forms (in prescribed forms) • Detailed Cost Estimates (labor and materials), notarized • Project Specifications • Survey plans • Architectural Plans • Civil / Structural Plans • Electrical Plans • Plumbing / Sanitary Plans • Mechanical Plans • Electronic Plans	Private Licensed Design Professionals
5. Structural Design and Analysis (for all structures) signed and sealed by a Civil/Structural Engineer (1 original copy)	Civil/Structural Engineer
6. Seismic Load Analysis (for three-storey and above building/structure) signed and sealed by a Civil/Structural Engineer (1 original copy)	Civil/Structural Engineer
7. Soil Boring Test (for three-storey and above building/structure) (1 original copy)	Applicant
8. Short Circuit Analysis, signed and sealed by a Professional Electrical Engineer (1 original copy)	Professional Electrical Engineer
9. Valid licenses of all involved professionals (PTR and PRC ID) (1 photocopy)	Private Licensed Design Professionals



10. Valid ID of the applicant and lot owner (if the lot owner and applicant are not one and the same) (1 photocopy)	Government Agencies (Govt. Issued ID)			
11. Current Community Tax Certificate (CEDULA) of the applicant and lot owner (if the lot owner and applicant are not the same) (1 photocopy)	MTO			
12. Sworn Special Power of Attorney, for the application filed by an authorized representative (1 photocopy)	Applicant			
13. Construction Safety and Health Program approved by DOLE (1 original, 1 photocopy)	DOLE			
14. Locational Clearance (1 photocopy)	MPDO			
15. Fire Safety Evaluation Clearance (FSEC) (1 original, 1 photocopy)	BFP-Bayambang			
16. DPWH Clearance if located along a national road (1 original, 1 photocopy)	Department of Public Works and Highways			
17. CAAP Height Clearance Permit (HCP) (for structures fifty (50) meters or higher above the elevation of the ground)	Civil Aviation Authority of the Philippines (CAAP)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and all required documents	1.1 Receive and check for completeness of the filled-out unified application form, building permit form, ancillary forms and documentary requirements. Fill out the claim stub form and give it to the client, and ask the client to sign in the logbook	None	3 Days – Simple Transactions 7 Days - Complex Transactions 20 Days – for Highly Technical Transactions	Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	1.2 Review and evaluate the submitted plans as to standards	None		Engr. Jojo J. De Guzman <i>Engineer II (MEO)</i>
	1.3 Conduct ocular site inspection and prepare site inspection report	None		Roger F. Ulanday, Jr <i>Engineering Aide (Building Inspector) (MEO)</i>



	1.4 Review the site inspection report and recommend action. For applications with deficiency/ies, issue a Notice of Disapproval and return to client the documents submitted	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
	1.5 Prepare assessment dues and obligations and issue order of payment.	Refer to National Building Code of the Philippines (PD 1096)		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
2. Pay the required fees. Present the OR	2.1 Receive payment and issue OR	Refer to National Building Code of the Philippines (PD 1096)		Revenue Clerk MTO
	2.2 Validate the OR of the client	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.3 Register in Building Permit Logbook for control number	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.4 Advise client to secure Building Permit signage	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.5 Prepare the permits	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.6 Sign the permits	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
3. Present the claim stub and Building Permit signage and	3.1 Release building permit, ancillary permits and	None		Beberly T. Fernandez <i>Admin. Asst. II</i>



receive the duly signed and approved Building Permit, Ancillary Permits & Approved Construction Plans	approved construction plans. Secure copy and file. Ask the client to sign the logbook signifying receipt			(MEO)
	Total:	Refer to the latest National Building Code of the Philippines	3 Days – Simple Transactions 7 Days - Complex Transactions 20 Days – for Highly Technical Transactions	



2. Issuance of Certificate of Occupancy

This service aims to facilitate the issuance of a certificate of occupancy most effectively and conveniently.

Office or Division:	Municipal Engineering Office (MEO)
Classification:	Simple Application 1. Construction/ erection/ addition/ alteration/ renovation/ repair/ legalization of the following structures under Group J Section 701 Division of the NBCP: i. Private garage not more than ninety (90) square meters; ii. Carport; iii. Sheds not less than six (6) square meters; iv. Agricultural buildings; v. Fences over 1.80 meters in height; and, vi. Tanks and towers. 2. Repairs which do not involve alteration/changes from the building plans covered by a previously issued Building Permit, Repair Permits other than those mentioned in Section 301.3 of the NBCP (exemption from Building and Repair Permit). 3. Signage for advertising and business signs; and, 4. Stand-alone permit applications for Building Service Equipment and other support facilities including: i. Mechanical; ii. Sanitary; iii. Electrical iv. Electronics; and, v. Accelerographs. Complex Application Construction/ erection/ alteration/ renovation/ repair/ legalization of the following Complex Type of Project Activity/ structures: 1. Interior Renovations covered by an appropriate Building Permit; 2. Conversion of existing building occupancy classification; 3. Multiple unit residential house not more than 7 storey; 4. Single detached residential house not more than 7 storey; 5. Commercial buildings not more than 9 storey; 6. Warehouse not more than 9 storey; 7. Market buildings not more than 9 storey; 8. Billboard Structures; 9. All other types of Occupancy not more than 9 storey. Highly Technical Application Construction / erection / addition / alteration / renovation / repair / legalization of the following Highly Technical Type of Project Activity / Structures: 1. Commercial buildings exceeding 9 storey; 2. Market buildings exceeding 9 storey; 3. All applications belonging to Group D of the NBCP;



	i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-3 of the NBCP; ii. Public and Private hospitals (Division D-2 of the NBCP); iii. Nursing homes for ambulatory patients, school and home, belonging to Division D-3 of the NBCP; 4. Those belonging to Group H and I of the NBCP; i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc. ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and, iii. Those buildings / structures whose use has very advance structure calculation method in design, as classified in the Structural Reference Standards. 5. All types of occupancy of more than 9 storeys. 6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC). 7. Special Structures such as but not limited to Aerodrome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, Historic Centers / Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Offshore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings All other transactions not expressly falling under either 'Complex' or 'Highly Technical' shall, for the purpose of these Guidelines, be considered as 'Simple' consistent with the mandate of RA No. 11032.	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	Any person, firm or corporation including government agencies or instrumentality who granted a building permit issued by OBO-Bayambang, upon completion of the building/structure.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Unified Application Form for Certificate of Occupancy/Use, Three (3) original copies, duly accomplished		Office of the Building Official
2. Three (3) copies of duly accomplished and notarized Certificate of Completion signed by the owner/applicant and signed and sealed by the duly licensed Architect or Civil Engineer in charge of construction.		To be submitted by the owner/applicant / contractor
<i>*If the construction was undertaken through a contract, the Certificate of Completion shall</i>		



<i>be signed by the contractor/Authorized Managing Officer</i>	
3. Three (3) copies of duly accomplished Electrical Completion Forms, originally signed and sealed by Professional Electrical Engineer (PEE) and Electrical Engineer In-charge. <i>*If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer.</i>	To be submitted by the owner/applicant / contractor
4. Three (3) copies of duly accomplished Mechanical Completion Forms, originally signed and sealed by Professional Mechanical Engineer (PME) and Mechanical Engineer In-charge. <i>*If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer.</i>	To be submitted by the owner/applicant / contractor
5. Three (3) copies of duly accomplished Electronics Completion Forms, originally signed and sealed by Professional Electronics Engineer (PECE) and Electronics Engineer In-charge. <i>*If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer.</i>	To be submitted by the owner/applicant / contractor
6. Valid licenses of all involved professionals (PTR and PRC ID) (3 photocopies)	Professionals who undertook full-time inspection and supervision
7. Construction Logbook	Licensed Architect or Civil Engineer in charge of construction
8. Photographs of the building/structure with substantial completion showing front, sides, and rear areas.	Applicant



9. One (1) set of approved plans. In case there are changes in the approved plans covered by the issued building permit, submit four (4) sets of as-built plans signed and sealed by the duly licensed and registered professionals in charge of construction/installation with the conformity of the owner.	Professionals who undertook full-time inspection and supervision			
10. Fire Safety Inspection Certificate (FSIC) (1 original copy and 1 photocopy)	BFP-Bayambang			
11. Fire Safety Compliance and Commissioning Report (FSCCR), one (1) copy, if the structure/facility are required to install any or combination of the following: • Wet standpipe system • Automatic fire suppression system • Automatic Fire detection and alarm system	BFP-Bayambang			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and all required documents.	1.1 Receive and check for completeness of application documents. Fill out the claim stub form and give it to the client, and ask the client to sign in the logbook.	None	3 days – Simple Transactions 7 days - Complex Transactions 20 Days – for Highly Technical Transactions	Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	1.2 Review and evaluate the submitted as-built plans and supporting documents	None		Engr. Jojo J. De Guzman <i>Engineer II (MEO)</i>
	1.3 Conduct site inspection of the building/ structure based on submitted as-built/ approved plans and supporting documents. Prepare inspection report	None		Roger F. Ulanday, Jr. <i>Engineering Aide (Building Inspector) (MEO)</i>



	1.4 Review the site inspection report and recommend action. For applications with deficiency/ies, issue a Notice of Disapproval and return to the client the documents submitted.	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
	1.5 Prepare assessment dues and obligations for the order of payment	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
	1.6 Issue approved order of payment. Inform client thru call/text	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
2. Pay the required fees and present the OR	2.1 Receive payment and issue OR	Refer to the latest National Building Code of the Philippines		Revenue Clerk MTO
	2.2 Validate the OR and register in logbook for control number	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.3 Prepare the Certificate of Occupancy/Use	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.4 Sign Certificate of Occupancy/ Use	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
3. Present the claim stub and receive the duly signed and approved Certificate of Occupancy/Use.	3.1 Receive and validate the claim stub of the client	None		Beberly Fernandez <i>Admin. Asst. II (MEO)</i>



	3.2 Release Certificate of Occupancy/Use, secure copy and file. Ask the client to sign the logbook signifying receipt	None		Beberly T. Fernandez <i>Admin. Asst. II</i> (MEO)
	Total:	Refer to the latest National Building Code of the Philippines	3 Days – Simple Transactions 7 Days - Complex Transactions 20 Days – for Highly Technical Transactions	



3. Issuance of Fencing Permit

This service aims to facilitate the issuance of Fencing permits in the most effective and convenient way.

Fencing Permit is required prior to construction, alteration, major repair, or renovation or conversion of any perimeter fence owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

Office or Division:	Municipal Engineering Office (MEO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business		
Who may avail:	Any person, firm, or corporation including government agency or instrumentality who planned to construct, renovate/repair, and add a perimeter fence in Bayambang.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Four (4) sets of Duly accomplished and notarized Fencing Permit application Forms (<i>in prescribed form</i>) originally signed and sealed by a licensed Civil Engineer / Architect and in conformity of the owner.		Owner / Applicant	
2. Proof of land ownership or possession, submit <i>one (1) copy</i> any of the following: • Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), Certified True Copy • Lot Locational Plan from LRA		Registry of Deeds LRA	
3. Additional requirement if applicant is not the registered owner of the lot, submit one (1) copy <u>any</u> of the following: • Deed of Absolute Sale, duly notarized • Deed of Donation, duly notarized • Deed of Assignment of Rights, duly notarized • Affidavit of consent from the lot owner/s, duly notarized		Lot Owner / Applicant	
4. Certified True Copy of latest Tax Declaration – one (1) copy		Owner / Applicant / Office of the Municipal Assessor	
5. Four (4) sets of the following documents (<i>signed and sealed by the duly licensed and</i>		Owner / Applicant / Design Professionals	



<i>registered professionals with conformity of the owner):</i> • Cost Estimates (labor and materials), notarized • Project Specifications • Approved Survey plans • Civil / Structural Plans				
6. One (1) copy - valid licenses of all involved professionals (PTR and PRC ID)		Owner / Applicant / Design Professionals		
7. Community Tax Certificate (CEDULA)		Owner / Applicant		
8. One (1) copy – Barangay Clearance for Fencing Permit		From the barangay where the lot/property to be fence is located		
9. One (1) copy - Valid ID of applicant and lot owner (<i>if the lot owner and applicant is not one and the same</i>)		Government Agencies (Govt. Issued ID)		
10. Sworn Special Power of Attorney, for application filed by authorized representative. – One (1) copy		Owner / Applicant		
11. Construction Safety and Health Program (CSHP) – one(1) original and one(1) copy		Department of Labor and Employment (DOLE)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and all required documents	1.1 Receive and check for completeness of documentary requirements. Fill out the claim stub form and give it to the client, and ask the client to sign in the logbook	None	3 Days – Simple Transactions	Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	1.2 Review and evaluate the submitted plans as to standards	None		Engr. Jojo J. De Guzman <i>Engineer II (MEO)</i>
	1.3 Conduct ocular site inspection and prepare site inspection report	None		Roger F. Ulanday, Jr <i>Engineering Aide (Building Inspector) (MEO)</i>
	1.4 Review the site inspection report and recommend action. For applications with deficiency/ies,	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>



	issue a Notice of Disapproval and return to client the documents submitted			
	1.5 Prepare assessment dues and obligations for the order of payment	Refer to National Building Code of the Philippines (PD 1096)		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
2 Pay the required fees and present the OR	2.1 Receive payment and issue OR			<i>Revenue Clerk MTO</i>
	2.2 Validate the OR of the client	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.3 Register in Fencing Permit Logbook for control number	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.4 Prepare the permits	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.5 Sign the permits	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
3 Present the claim stub and receive the duly signed and approved Fencing Permit, and Approved Construction Plans	3.1 Release fencing permit and approved construction plans. Secure copy and file. Ask the client to sign the logbook signifying receipt	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	Total:	Refer to National Building Code of the Philippines (PD 1096)	3 Days – Simple Transactions	



4. Issuance of Electrical Permit for Indigenous Family Dwellings

This Service aims to facilitate the issuance of electrical permits for indigenous family dwellings in the most effective and convenient way.

Office or Division:	Municipal Engineering Office (MEO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Owners of traditional indigenous family dwellings in Bayambang.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Proof of land ownership or possession, submit any of the following, together with Real Property Tax Declaration – <i>one (1) copy</i> : • Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), Certified True Copy • Lot Locational Plan from LRA		Office of the Municipal Assessor Registry of Deeds LRA	
2. Additional requirement if applicant is not the registered owner of the lot/property, submit one (1) copy <u>any</u> of the following: • Deed of Absolute Sale, duly notarized • Deed of Donation, duly notarized • Deed of Assignment of Rights, duly notarized • Affidavit of consent from the lot owner/s, duly notarized		Lot Owner / Applicant	
3. Two (2) sets of Electrical Permit form (<i>in prescribed form</i>) signed and sealed by Professional Electrical Engineer (PEE) in conformity of the owner.		Professional Electrical Engineer (PEE)	
4. Two (2) sets of Electrical Plans signed and sealed by Professional Electrical Engineer (PEE) in conformity of the owner.			
5. One (1) copy of valid licenses of all involved professionals (PEE, REE, RME) - PTR and PRC ID		Private Licensed Design Professionals	
6. Community Tax Certificate (CEDULA)		Applicant	
7. Photographs of the house / structure showing front, sides, and rear areas.		Applicant	
8. Valid ID of applicant and lot owner (if the lot owner and applicant is not one and the same) - One (1) copy		Government Agencies (Govt. Issued ID)	
9. Authorization letter for representative, with attached photocopy of valid ID of the representative - One (1) copy		Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and all required documents	1.1 Receive and check for completeness of documentary requirements. Fill out the claim stub form and give it to the client, and ask the client to sign in the logbook	None	3 Days	Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	1.2 Review and evaluate the submitted plans as to standards	None		Engr. Jojo J. De Guzman <i>Engineer II (MEO)</i>
	1.3 Conduct ocular site inspection and prepare site inspection report	None		Roger F. Ulanday, Jr <i>Engineering Aide (Building Inspector) (MEO)</i>
	1.4 Review the site inspection report and recommend action. For applications with deficiency/ies, issue a Notice of Disapproval and return to client the documents submitted	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
	1.5 Prepare assessment dues and obligations for the order of payment	Refer to National Building Code of the Philippines		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
2. Pay the required fees and present OR	2.1 Receive payment and issue OR	Refer to National Building Code of the Philippines (PD 1096)		Revenue Clerk MTO
	2.2 Validate the OR of the client	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>



	2.3 Register in Electrical Permit Logbook for control number	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.4 Prepare the permits	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.5 Sign the permits	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
3. Present the claim stub and receive the duly signed and approved Electrical Permit, & Approved Construction Plans	3.1 Release Electrical permit and approved construction plans. Secure copy and file. Ask the client to sign the logbook signifying receipt	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	Total:	Refer to National Building Code of the Philippines (PD 1096)	3 Days	



5. Issuance of Demolition Permit

This service aims to facilitate the issuance of demolition permits in the most effective and convenient way.

Office or Division:	Municipal Engineering Office (MEO)	
Classification:	Simple: Demolition of a single residential structure not more than three hundred (300) square meters and three-storeys in height. Complex: Any type of occupancy / use with an area of more than three hundred (300) square meters.	
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business	
Who may avail:	Any person, firm, or corporation including government agency or instrumentality who planned to demolish any building or structure within Bayambang.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Four (4) sets of Duly accomplished and notarized Demolition Permit application Forms (<i>in prescribed form</i>) originally signed and sealed by a licensed Civil Engineer / Architect.		Owner / Applicant
2. Two (2) sets of Old plan or simple sketch plans of the subject building / structure with dimensions (<i>floor plan, and elevation</i>), vicinity map and location plan - signed and sealed by supervising engineer/architect and in conformity of the owner		Owner / Applicant
3. One (1) copy - Cost of demolition and duration of demolition – signed and sealed by supervising engineer/architect and in conformity of the owner.		Owner / Applicant
4. One (1) copy - Demolition methodology – signed and sealed by supervising engineer/architect and in conformity of the owner.		Owner / Applicant
5. One (1) copy - valid licenses of all involved professionals (PTR and PRC ID)		Owner / Applicant
6. Proof of land ownership or possession, submit one (1) copy any of the following:		
- Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), Certified True Copy - Lot Locational Plan from LRA		Registry of Deeds LRA



7. Additional requirement if applicant is not the registered owner of the lot, submit one(1) copy <u>any</u> of the following: • Deed of Absolute Sale, duly notarized • Deed of Donation, duly notarized • Deed of Assignment of Rights, duly notarized • Affidavit of consent from the lot owner/s, duly notarized	Lot Owner / Applicant			
8. Tax Declaration (lot and building)	Office of the Municipal Assessor			
9. Community Tax Certificate (CEDULA)	Owner / Client			
10. One (1) copy – Barangay Clearance for demolition	From the barangay where the building/structure to be demolished is located			
11. Photographs of the house / structure showing front, sides, and rear areas.	Owner / Client			
12. Valid ID of applicant and lot owner (if the lot owner and applicant is not one and the same) - One (1) copy	Government Agencies (Govt. Issued ID)			
13. Authorization letter for representative, with attached photocopy of valid ID of the representative - One (1) copy	Owner / Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and all required documents	1.1 Receive and check for completeness of documentary requirements. Fill out the claim stub form and give it to the client, and ask the client to sign in the logbook	None	3 Days – Simple Transactions 7 Days - Complex Transactions	Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	1.2 Review and evaluate the submitted plans as to standards	None		Engr. Jojo J. De Guzman <i>Engineer II (MEO)</i>
	1.3 Conduct ocular site inspection and prepare site inspection report.	None		Roger F. Ulanday, Jr <i>Engineering Aide (Building Inspector) (MEO)</i>
	1.4 Review the site inspection report and recommend action. For applications with	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official</i>



	deficiency/ies, issue a Notice of Disapproval and return to client the documents submitted			(MEO)
	1.5 Prepare assessment dues and obligations for the order of payment	Refer to National Building Code of the Philippines (PD 1096)		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
2. Pay the required fees and present OR	2.1 Receive payment and issue OR			Revenue Clerk MTO
	2.3 Validate the OR of the client	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.4 Register in Demolition Permit Logbook for control number	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.5 Prepare the permits	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	2.6 Sign the permits	None		Engr. Bernadette D. Mangande <i>Municipal Engineer / Building Official (MEO)</i>
3. Present the claim stub and receive the duly signed and approved Demolition Permit, & Approved Construction Plans	3.1 Release Demolition permit and approved construction plans. Secure copy and file. Ask the client to sign the logbook signifying receipt	None		Beberly T. Fernandez <i>Admin. Asst. II (MEO)</i>
	Total:	Refer to National Building Code of the Philippines (PD 1096)	3 Days – Simple Transactions 7 Days - Complex Transactions	



MUNICIPAL LEGAL OFFICE



1. Request for Legal Advice

Giving free legal advice to internal and external customers.

Office or Division:		Municipal Legal Office			
Classification:		Simple, Complex, and Highly Technical			
Type of Transaction:		G2C- Government to Citizen			
Who may avail:		All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Identification Card (1 original, 1 photocopy)			Client		
2. Documents relevant to the legal advice requested (1 photocopy)			Client		
3. Filled-out Consent/Action Form (CAF) (1 original copy)					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements		1.1 Receive all requirements and record in the logbook	None	1 Minutes	Melanie P. Matar o Admin. Aide IV (MLO)
		1.2 Read and explain to the client the Data Privacy Notice written in the CAF	None	4 Minutes	Clarichris P. De Vera Admin. Aide III (MLO)
		1.3 Transmit the CAF to the paralegal or legal researcher for an initial interview	None		
2. Proceed to the Paralegal or Legal Researcher for initial interview		2.1 Conduct the initial interview of the client and inform the customer of the different processing time for the different kinds of legal advice	None	3 Minutes	Jaaziel V. Iglesias Paralegal/Legal Researcher (MLO)
		2.2 Secure the applicable supporting documents as reference	None	1 Minute	Wilfredo T. Petonio Admin. Aide III (MLO)
		2.3 Endorse the client to the Legal Officer or the Assistant Legal Officer	None	1 Minute	



	together with the accomplished CAF			
3 Proceed to the Legal Officer or Assistant Legal Officer	3.1 Receive and evaluate the CAF and supporting papers	None	5 Minutes	Atty. Bayani B. Brillante Jr. <i>Attorney IV/ Municipal Legal Officer (MLO)</i> Atty. Charlemagne P. Papio <i>Legal Assistant II/Assistant Legal Officer (MLO)</i>
	3.2 Conduct further interview, verification or clarification as needed	None	10 Minutes	
	3.3 Provide outright legal advice or:	None	15 Minutes	
	3.4 Customer will be further informed of and/or instructed about the prior research/validation work required; the indispensable additional supporting documents; or the coordination or legwork needed which are all vital to the legal advice requested	None		
	3.5 Indicate in the CAF the kind/type of legal advice needed by the client and the date of his/her return	None		
	3.6 Provide legal advice upon the return of the customer and the completion of the research/validation work; submission of the additional supporting documents; or accomplishment of the coordination or legwork needed	None		Atty. Bayani B. Brillante Jr. <i>Attorney IV/ Municipal Legal Officer (MLO)</i> Atty. Charlemagne P. Papio <i>Legal Assistant II/Assistant Legal Officer (MLO)</i>



4. Receive all the returned supporting documents	4.1 Return to the client all the supporting documents provided for or secured by him/her in connection with and upon full rendition of the legal advice needed	None	1 Minute	
5. Sign the physical logbook	5.1 Record the check-out time of the client	None	1 Minute	Melanie P. Mataro <i>Admin. Aide IV (MLO)</i> Clarichris P. De Vera <i>Admin. Aide III (MLO)</i>
6. Answer the client satisfaction survey form	6.1 Provide the client with the DMS code for satisfaction survey form	None	2 Minutes	
	Total:	None	44 Minutes	



2. Request for Drafting of Legal Document

Free drafting of legal deeds/documents to internal and external customers.

Office or Division:	Municipal Legal Office				
Classification:	Simple, Complex, and Highly Technical				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid Government ID (1 original copy, 1 photocopy)			Client		
2. Supporting papers relevant to requested legal documents (1 photocopy)			Client		
3. Filled-out Consent/Action Form (CAF) (1 original copy)			Municipal Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements	1.1 Receive all requirements and record in the logbook	None	1 Minute	Melanie P. Mataro <i>Admin. Aide IV (MLO)</i>	
	1.2 Read and explain to the Client the Data Privacy Notice written in the CAF	None	4 Minutes	Clarichris P. De Vera <i>Admin. Aide III (MLO)</i>	
	1.3 Transmit the CAF to the paralegal or legal researcher for an initial interview	None			
2. Proceed to the PL or LR for an initial interview	2.1 Conduct an initial interview with the client	None	5 Minutes	Jaaziel V. Iglesias <i>Paralegal /Legal Researcher (MLO)</i>	
	2.2 Secure the applicable supporting documents as reference	None	5 Minutes	Wilfredo T. Petonio <i>Admin. Aide III (MLO)</i>	
	2.3 Endorse the client to the Legal Officer or the Assistant Legal Officer together with the accomplished CAF	None			



3. Proceed to the office of LO and ALO	3.1 Receive and evaluate the CAF and supporting papers	None	3 Minutes	Atty. Bayani B. Brillante Jr. <i>Attorney IV/ Municipal Legal Officer (MLO)</i> Atty. Charlemagne P. Papio <i>Legal Assistant II/Assistant Legal Officer (MLO)</i>
	3.2 Conduct further interviews, verification, or clarification as needed	None	10 Minutes	
	3.3 Draft the initial legal deed/document	None	15 Minutes	
	3.4 Inform the client when to return for his/her review, finalization, and release	None	1 Minute	
	3.5 Prepare the legal deed/document	None	3 working days for Simple Transaction 7 working days from the receipt of the complete application documents 20 working days for Highly Technical Transaction	
4. Report to LO and ALO for review and finalization of the legal document requested	4.1 Finalize the legal deed/document together with the client and secure his/her approval	None	10 Minutes	Atty. Bayani B. Brillante Jr. <i>Attorney IV/ Municipal Legal Officer (MLO)</i> Atty. Charlemagne P. Papio <i>Legal Assistant II/Assistant Legal Officer (MLO)</i>
5. Receive the legal document	5.1 Provide the client with the copy of the finalized legal document	None		
	5.2 Request the client to provide a photocopy or original, as the case may be, of the signed/notarized legal document	None		



	and supporting papers for record purposes			
6. Sign the physical logbook	6.1 Record the check-out time of the client	None	1 Minute	Melanie P. Mataro <i>Admin. Aide IV (MLO)</i> Clarichris P. De Vera <i>Admin. Aide III (MLO)</i>
7. Answer the client satisfaction survey form	7.1 Provide the client with the DMS code for satisfaction survey form	None	2 Minutes	
	Total:	None	20 Days, 587Minutes	



MUNICIPAL LIBRARY OFFICE



1. Borrowing of Book(s)

This covers all the books in the library. As an exception, general reference books (encyclopedias, atlases, and dictionaries), thesis, and rare books must only be used in the library.

Office or Division:	Municipal Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original copy)		Client		
2. Library ID (1 original copy)		Municipal Library/ Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID	1.1 Check the ID	None	1 Minute	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
	1.2 Assist the client in locating books	None	1 Minute	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
2. Present the books to be borrowed and fill out borrower's logbook	2.1 Record the book to be borrowed including details	None	5 Minutes	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
3. Submit the valid ID and receive the book to be borrowed	3.1 Inform the client of the due date of the borrowed book	None	2 Minutes	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
	3.2 Release the book	None	1 Minute	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
	Total:	None	10 Minutes	



2. Returning of Book(s)

This refers to all borrowed books in the Municipal Library used as reference.

Office or Division:	Municipal Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed book(s)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the borrowed books	1.1 Check the physical condition of the returned book/s	None	3 Minutes	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
2. Receive the Library ID or valid ID	2.1 Return the valid/library ID of the borrower	None	1 Minute	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
	2.2 Return books to the shelf	None	1 Minute	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
	Total:	None	5 Minutes	



3. Accessing Internet

For use of the computer with internet access for school research by students or professionals.

Office or Division:	Municipal Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Library Card and sign in the logbook	1.1 Check the ID and the information entered in the logbook	None	2 Minutes	Edward M. Dulay Jr. <i>Admin. Aide (Mun. Library Office)</i>
2. Proceed to computer area	2.1 Assist the client in the computer area	None	2 Minutes	Edward M. Dulay Jr. <i>Admin. Aide (Mun. Library Office)</i>
	Total:	None	4 Minutes	



4. Printing and Photocopying

For printing and photocopying of borrowed books. Maximum of 5 pages.

Office or Division:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Library Card and sign in the logbook	1.1 Check the ID and the information entered in the logbook	None	2 Minutes	Edward M. Dulay Jr. <i>Admin. Aide</i> (Mun. Library Office)
2. Present the materials for the printing/ photocopying	2.1 Assist the client for the printing/ photocopying	None	5 Minutes	Edward M. Dulay Jr. <i>Admin. Aide</i> (Mun. Library Office)
3. Receive the printed/ photocopied material	3.1 Release the printed/ photocopied material and record in the logbook	None	2 Minutes	Edward M. Dulay Jr. <i>Admin. Aide</i> (Mun. Library Office)
Total:		None	9 Minutes	



5. E-Gov Services

Simplifies transactions between the government and citizens. With a vision to build a connected nation, this platform integrates the multi-sectoral government through a one-stop online system that will minimize economic costs for citizens.

Office or Division:	Municipal Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA:				
1. Valid ID (1 original copy, 1 photocopy)		Client		
2. Authorization Letter (if representative) (1 original)		Client		
3. Valid ID of the Representative (1 original copy, 1 photocopy)		Client		
DFA:				
1. New (No Requirements)				
2. Renewal (Old Passport)		Client		
SSS:				
1. PSA Birth Certificate (1 photocopy)		Client		
PHILHEALTH AND PAG-IBIG:				
1. Valid ID (1 original copy, 1 photocopy)		Client		
2. PSA Birth Certificate (1 photocopy)		Client		
PRC:				
1. PRC ID (Renewal)		Client		
NBI:				
1. Valid ID (For new and renewal) (1 original copy, 1 photocopy)		Client		
2. Old NBI Clearance (Renewal)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and sign in the log book	1.1 Check the requirements	None	2 Minutes	Edward M. Dulay Jr. Admin. Aide (Mun. Library Office)
	1.2 Verify the availability of the system application	None	3 Minutes	Edward M. Dulay Jr. Admin. Aide (Mun. Library Office)
	1.3 Inform the client of the availability of	None	1 Minute	Edward M. Dulay Jr. Admin. Aide



	the system application			(Mun. Library Office)
2. Proceed to the computer area to avail of the service(s)	2.1 Assist the client with the service	None	2 Minutes	Edward M. Dulay Jr. Admin. Aide (Mun. Library Office)
	Total:	None	8 Minutes	



6. Issuance of Library Card

Access to a vast collection of physical and digital library materials and resources.

Office or Division:		Municipal Library		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out application form (1 original copy)		Municipal Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form	1.1 Check the filled-out form and record in the logbook	None	3 Minutes	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
	1.2 Encode the data and print the Library Card	None	5 Minutes	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
2. Receive the Library Card	2.1 Release the Library Card	None	1 Minute	Vanessa T. Galban Admin. Aide I (Mun. Library Office)
Total:		None	9 Minutes	



MUNICIPAL NUTRITION ACTION OFFICE



1. Review of Barangay Nutrition Action Plan (BNAP)

Ensure accurate entries of programs, projects and activities and other data in the Barangay Nutrition Action Plan before submission to MPDC

Office or Division:	Municipal Nutrition Action Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Nutrition Committees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Nutrition Action Plan (1 original copy)		Barangay Nutrition Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit BNAP	1.1 Receive the document and record in the logbook	None	5 Minutes	Liezl A. Junio Admin. Aide (MNAO)
	1.2 Forward the BNAP to the MNAO	None		Liezl A. Junio Admin. Aide (MNAO)
	1.3 Review and sign the document	None	1 Day	Venus M. Bueno Nutrition Office Head (MNAO)
	1.4 Inform the client thru text/phone call the availability of approved BNAP	None	2 Minutes	Liezl A. Junio Admin. Aide (MNAO)
2. Receive the approved Barangay Nutrition plan	2.1 Release the approved plan	None	2 Minutes	Liezl A. Junio Admin. Aide (MNAO)
	Total:	None	1 Day, 9 Minutes	



MUNICIPAL PLANNING AND DEVELOPMENT OFFICE



1. Issuance of Locational/ Zoning Clearance/ Certificate

Processing of clearances and certification for locational and zoning applications conforming to the approved Comprehensive Land-Use Plan and Zoning Ordinance (CLUP/ZO) of the municipality.

Office or Division	Municipal Planning and Development Office	
Classification:	1. Simple 2. Complex 3. Highly Technical	
Type of Transaction:	G2C – Government to Citizens; G2B – Government to Business; G2G – Government to Government	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
ISSUANCE OF LOCATIONAL/ ZONING CLEARANCE (FOR CONSTRUCTION)		
I. Basic Requirements		
1. Duly Accomplished and Notarized Application Form (2 original copies)		MPDO
2. Requirement relative to Right Over Land		
Certified True Copy (CTC) of the Certificate of Title, in cases where the property is registered in the name of the applicant, issued within 6 months from the date of issuance of the CTC		Registry of Deeds/ Land Registration Authority/ DENR – CENRO/ Municipal Assessor's Office
BL Form V-37 (or the Technical Description of Land) and Certification		DENR – CENRO
Certified True Copy of Tax Declaration		Municipal Assessor's Office
Latest Tax Receipt/Tax Clearance		Municipal Treasury Office
In the absence of a Certificate of Title in the name of the applicant, submit a pro-forma affidavit		
Note: If the applicant is not the owner of the lot, submit any of the following:		
Deed of Absolute Sale/Deed of Conditional Sale/ Deed of Extra-Judicial Settlement/Partition of Estate (Original or CTC)		Applicant
Affidavit of Consent (Original or CTC)		Lot owner
Lease of contract (Original or CTC)		Lessor
Joint Venture Agreement (Original or CTC)		Lot owner
Photocopy of valid ID with 3 specimen signatures		
3. Five (5) Sets of Plans and Design		Licensed Structural/Civil Engineer Architect
3.1 Architectural Plans		Master Plumber



a. Vicinity Map – showing the existing land uses within the prescribed radius from the lot boundary of the subject site; For regular projects, a minimum of 100-meter radius (the map need not be drawn to the scale provided that relative distances of existing land use to the project site lot boundaries are indicated); For special projects – a minimum of one (1) kilometer radius (the map should be drawn to scale) b. Detailed Cost of Materials and Specifications signed and sealed by a duly licensed Civil Engineer with the conformity of the owner. <i>Note: SPECIAL PROJECTS are covered by special laws and specific Locational Guidelines</i> c. Site Development Plan (scale 1:100m) – showing the project site lot area boundaries and dimensions of proposed structures/improvements within the project site duly signed by an architect d. Floor Plans, Elevations duly signed by an architect 3.2 Structural Plan duly signed by a civil engineer 3.3 Plumbing Plan duly signed by a master plumber 3.4 Electrical Plan duly signed by an electrical engineer	Licensed Electrical Engineer
4. Photocopy of valid ID with three (3) specimen signatures of professionals in the Architectural Plan, Structural Plan, Plumbing Plan, Electrical Plan, etc.	Licensed Structural/Civil Engineer Architect Master Plumber Licensed Electrical Engineer
II. Other Requirements	
1. Conversion Clearance or Certificate of Exemption for Conversion, Sangguniang	DAR DA NIA



Bayan Resolution, and Sangguniang Panlalawigan Resolution (1 original copy) (if the project is to be situated in agricultural lands based on actual use and CLUP/ZO)	Sangguniang Bayan Sangguniang Panlalawigan
2. Sworn Statement (if applicable)/Affidavit of Undertaking for Complex Requirement/s (Subject to the Approval of the Zoning Officer)	Applicant & Notary Public
3. For applications filed by an Authorized Representative, SWORN SPECIAL POWER OF ATTORNEY (SPA) for the representative to file/ follow-up application and claim decision for the application 3.1 Photocopy of valid ID with 3 specimen signatures	Applicant & Notary Public
4. Environmental Compliance Certificate/ Certificate of Non-Conformance (ECC/CNC) (for all applicable projects)	DENR-EMB
5. Notarized Affidavit of Consent/Non-Objection (for incompatible/ non-conforming projects) 5.1 Photocopy of valid ID with 3 specimen signatures	Adjacent lot owners/Neighbors
6. Affidavit of Non-objection for Mortgage (if the lot is mortgaged)	Mortgagor
7. Certification that the lot is not tenanted/ within the coverage of CARP (for small-scale regular projects located in existing/ zoned agricultural areas)	DAR
8. DETAILED PROJECT DESCRIPTION a. Name of Project/Development b. Specific Use c. Other Pertinent Details Example: Name: Warehouse – Industrial Project Specific Use: Manufacturing of Agricultural Products	Applicant
III. Other additional requirements as may be necessary or required under DHSUD guidelines to properly evaluate the application.	
IV. For an application that requires Land Reclassification, the following Agency guidelines should be followed:	



1. DOF- Local Finance Circular No. 1 dated December 15, 1998	https://blgf.gov.ph/wp-content/uploads/2015/08/alfc1-98.pdf
2. Section 20 of R.A. No. 7160, otherwise known as the Local Government Code of 1991	https://www.officialgazette.gov.ph/1991/10/10/rep-ublic-act-no-7160/
3. Malacañang Memorandum Circular No. 54	https://www.officialgazette.gov.ph/downloads/1993/06jun/19930608-MC-0054-FVR.pdf
4. Republic Act 6657 "Comprehensive Agrarian Reform Law"	https://faolex.fao.org/docs/pdf/phi3886.pdf
5. Other Applicable Laws	
ISSUANCE OF ZONING CERTIFICATION	
1. Duly Accomplished and Notarized Application Form (2 original copies)	MPDO
2. Proof of Land Ownership	
• Certified True Copy (CTC) of Certificate of Title, in cases where the property is registered in the name of the applicant, issued within six (6) months from the date of the issuance of the CTC	Registry of Deeds/ LRA
• In the absence of a Certificate of Title in the name of the applicant, submit a pro-forma affidavit Note: If the applicant is not the owner of the lot, submit any of the following: ○ Deed of Absolute Sale/Deed of Conditional Sale/ Deed of Extra-Judicial Settlement/Partition of Estate (Original or CTC) ○ Affidavit of Consent (Original or CTC) ○ Lease of contract (Original or CTC) ○ Joint Venture Agreement (Original or CTC) ○ Photocopy of valid ID with 3 specimen signatures	Applicant
3. Certified True Copy of Tax Declaration and Updated Tax Clearance/Tax Receipt	Municipal Assessor's Office and Municipal Treasury Office
4. Vicinity Map/Tax Map (Original or CTC)	Municipal Assessor's Office
5. Barangay Clearance Certificate (Original or CTC)	Barangay Secretary
6. Municipal Trial Court Clearance (Original or CTC)	Municipal Trial Court
7. Lease of Contract (if applicable)	Lessor
8. Special Power of Attorney for an authorized representative or Board	Notary Public



Resolution/Secretary's Certificate for Corporation or any accredited organization (Original or CTC)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive and review/ evaluate the requirements	None	3 working days for Simple Transaction (Maybe extended only once for the same number of days) 7 working days from the receipt of the complete application documents for Complex Transaction (Maybe extended only once for the same number of days) 20 working days for Highly Technical Transaction (Maybe extended only once for the same number of days) 45 working days for application or request for a license, clearance permit, or authorization	Eduardo G. Yusilon <i>Admin. Asst. IV (MPDO)</i>
	1.2 Issue application form	None		Eduardo G. Yusilon <i>Admin. Asst. IV (MPDO)</i>
2. Submit the notarized application form	2.1 Receive the notarized application form and schedule an ocular or site inspection	None		Eduardo G. Yusilon <i>Admin. Asst. IV (MPDO)</i>
	2.2 Conduct an ocular or site inspection	None		Dexter R. Magtaan <i>Project Development Officer I (MPDO)</i>
	2.3 Generate a land-use or zoning map	None		Dexter R. Magtaan <i>Project Development Officer I (MPDO)</i>
3. Receive order of payment and pay the required fees or receive notice of non-conformance	3.1 Conforming , Issue an order of payment	None		Eduardo G. Yusilon <i>Admin. Asst. IV (MPDO)</i>
	3.2 Non-conforming , issue Notice of Denial/non-conformance and return to client the documents submitted	None		Eduardo G. Yusilon <i>Admin. Asst. IV (MPDO)</i>
	3.3 Process the payment and issue an official receipt	Refer to the latest Tax Revenue		Michelle C. Perez <i>Revenue Collection Clerk I (MTO)</i>



		Code of the municipality	which require the approval of Sangguniang Bayan/ Sangguniang Panlalawigan <i>(This maybe extended depending on the immediate approval of the Sanggunian)</i>	
	3.4 Prepare Locational/ Zoning Clearance/ Certification	None		Eduardo G. Yusilon Admin. Asst. IV (MPDO)
	3.5 Sign and approve the Locational/ Zoning Clearance/ Certification	None		EnP. Ryan James Nicholai L. Dizon MPDC/Zoning Administrator/ Zoning Officer (MPDO)
4. Receive the signed and approved Locational/ Zoning Clearance/ Certificate	4.1 Release the signed and approved Locational/ Zoning Clearance/ Certificate	None		Eduardo G. Yusilon Admin. Asst. IV (MPDO)
	4.2 Secure copies of the documents as per the provided checklist and file	None		Eduardo G. Yusilon Admin. Asst. IV (MPDO)
	Total:	Refer to the latest Tax Revenue Code of the municipality	3 working days for Simple Transaction 7 working days from the receipt of the complete application documents for Complex Transaction 20 working days for Highly Technical Transaction 45 working days for application or request for a license, clearance permit, or	



			authorization that requires the approval of Sangguniang Bayan/ Sangguniang Panlalawigan	
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2. Review of Barangay Annual Investment Program (BAIP) and GAD Plan and Budget (GAD PB)

Conduct a review of the Barangay Annual Investment Program and Barangay Gender and Development Plan and Budget of the 77 Barangays

Office or Division:	Municipal Planning and Development Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	77 Barangays	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Two (2) original copies of the following:		
1.	BAIP (using prescribed format)	Barangay Secretary/Treasurer
2.	Sangguniang Barangay Resolution approving the BAIP	Barangay Secretary/Treasurer
3.	Barangay Development Council (BDC) Resolution on the review and endorsement of BAIP	Barangay Secretary/Treasurer
4.	BDC minutes of the meeting	Barangay Secretary/Treasurer
5.	BDC attendance sheet	Barangay Secretary/Treasurer
6.	Letter of invitation stamp received	Barangay Secretary/Treasurer
7.	20% Development Plan (using prescribed format)	Barangay Secretary/Treasurer
8.	BDC / SB Resolution approving the 20% Development Plan	Barangay Secretary/Treasurer
9.	5% BDRRM Investment Plan	Barangay Secretary/Treasurer
10.	BDRRMC approving the BDRRM Investment Plan	Barangay Secretary/Treasurer
11.	DILG endorsed and approved GAD PB	Barangay Secretary/Treasurer
12.	GAD Accomplishment Report (GAD AR) of the previous year	Barangay Secretary/Treasurer
13.	All other attached plans (signed and reviewed by MLGU department heads concerned)	Barangay Secretary/Treasurer
14.	List of PPAs for Senior Citizens and Persons with Disabilities (MSWDO)	Barangay Secretary/Treasurer
15.	List of PPAs for HIV-AIDS (MHO or RHP)	Barangay Secretary/Treasurer
16.	List of PPAs for the Local Council for the Protection of Children (MSWDO)	Barangay Secretary/Treasurer
17.	Nutrition Action Plan (MNAO)	Barangay Secretary/Treasurer
18.	Anti-Drug Abuse Plan	Barangay Secretary/Treasurer
19.	Peace and Order Plan	Barangay Secretary/Treasurer
20.	Local Climate Change Action Plan (MDRRMO)	Barangay Secretary/Treasurer
21.	Solid Waste Management Plan	Barangay Secretary/Treasurer



22. Indicative Annual Procurement Plan (APP)		Barangay Secretary/Treasurer		
23. Others (as may be required) i.e. DTP, BDP		Barangay Secretary/Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents and log in the logbook	1.1 Receive, review/evaluate the requirements submitted	None	3 working days (Maybe extended only once for the same number of days)	Vilma Valencia <i>Admin. Aide III (MPDO)</i>
2. Receive the discrepancy letter, comply, and re-submit	2.1 Compliant proceed to agency action no. 2.4	None		Vilma Valencia <i>Admin. Aide III (MPDO)</i>
	2.2 Deficient Issue Notice of Discrepancy	None		Vilma Valencia <i>Admin. Aide III (MPDO)</i>
	2.3 Re-evaluate compliance as per notice of discrepancy	None		Vilma Valencia <i>Admin. Aide III (MPDO)</i>
	2.4 Prepare the GAD Plan & Budget certification or BAIP endorsement letter	None		Vilma Valencia <i>Admin. Aide III (MPDO)</i>
	2.5 Sign and approve the GAD Plan and Budget certification or BAIP endorsement letter	None		EnP. Ryan James Nicholai L. Dizon <i>Municipal Planning and Development Coordinator (MPDO)</i>
3. Receive plan(s) with certification or endorsement letter	3.1 Release the plan, secure copies of the documents as per the provided checklist and file	None		Vilma Valencia <i>Admin. Aide III (MPDO)</i>
	Total:	None	3 Days	



MUNICIPAL SOCIAL WELFARE AND DEVELOPMENT OFFICE



1. Provision of Assistance to Individuals in Crisis Situation (AICS)

The AICS program provides aid to individuals and families determined to be in a “state of active crisis” or “crisis situation” seeking assistance for medical, burial, transportation, education, food and other support services.

Provision of Assistance to Individuals in Crisis Situation (AICS) is covered under DSWD MC 06 Series of 2023 and qualified for multi-stage processing.

Office or Division:	Municipal Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Residents of Bayambang		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Identification document			
<i>Beneficiary and/or Authorized Representative/Person to be interviewed requirements:</i>			
1. Any of the following: (present original for verification, 1 photocopy)			
a. School ID for minor patient. In the absence of School ID, require any Valid government ID or Birth Certificate		Beneficiary	
b. Valid government ID for legal age indicating residency in the Municipality of Bayambang		Beneficiary	
c. Certificate of Residency or Certification from barangay which indicates birth date, age, number of years residing in barangay, picture, and signature of client		Barangay Hall – Barangay Captain	
Medical Assistance:			
1. Any identification document		Beneficiary	
<i>Beneficiary requirements:</i>			
2. Medical Certificate/ Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician issued within three (3) months (1 original / certified true copy)		Hospital or Clinic - Medical Doctor	
3. Any of the following: (issued within three (3) months)			
a. Hospital Bill if hospitalized (present original, 1 photocopy)		Hospital or Clinic - Medical Doctor	
b. Doctor's Prescription if for medicine (present original, 1 photocopy)		Hospital or Clinic - Medical Doctor	



c. Laboratory Request or Medical Procedures (present original, 1 photocopy)	Hospital or Clinic - Medical Doctor			
For Funeral Assistance:				
1. Any identification document	Beneficiary			
<i>Deceased requirements:</i>				
2. Certified true copy of Death Certificate (1 original / certified true copy)	LCRO			
3. Funeral Contract (present original, 1 photocopy)	Funeral Service			
4. If Death Certificate address is outside Bayambang: Permit to Transfer (transport of cadaver) (present original, 1 photocopy)	Hospital or RHU			
For Transportation Assistance:				
<i>Resident of Bayambang:</i>				
1. Any identification document	Beneficiary			
2. Police certification / report / blotter or Case Study Report / Case summary report (1 original)	PNP / MSWDO – Social Worker			
<i>Not Resident of Bayambang:</i>				
1. Valid government ID or any proof of residency: (present original for verification, 1 photocopy)	Beneficiary			
2. Police certification / report / blotter or Case Study Report / Case summary report (1 original)	PNP / MSWDO – Social Worker			
For Food and Non-Food:				
1. Any identification document	Beneficiary			
For Cash Relief Assistance				
1. Any identification document	Beneficiary			
2. Any of the following as may be applicable				
a. Police report	PNP			
b. BFP Report / Certification for fire victims	Bureau of Fire Protection			
c. Passport, Travel document(s), Certification or any proof of repatriation by the OFW	OWWA/POLO/Department of Migrant Workers or Barangay			
d. Certification which indicates the extent of the damage for <i>Earthquake or Typhoon Victim</i> : (1 original, 1 photocopy)	Barangay			
e. Social Case Study Report for livelihood assistance	MSWDO			
f. Certification which indicates the extent of the damage (1 original, 2 photocopies)	Barangay Hall – Barangay Captain			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Log in the visitors log sheet and submit requirements	1.1 Receive request and ensure the completeness and validity of the requirements	None	5 Minutes	Marie M. Paragas Karen R. Sarmiento <i>Social Welfare Assistant (MSWDO)</i>
	1.2 Interview and assess the client	None	10 Minutes	Danny Ventura <i>Day Care Worker I (MSWDO)</i>
	1.3 Conduct home visit, if needed	None	3 Hours	
	1.4 Seek the client's signatory or thumb mark in the General Intake Form or Intake Form	None	3 Minutes	
	1.5 For non-financial request, prepare food or non-food item assistance after approval of MSWDO Head and proceed to releasing	None	5 Minutes	Danny N. Ventura <i>Day Care Worker I (MSWDO)</i> Kimberly P. Basco <i>MSWD Officer (MSWDO)</i>
	1.6 For financial assistance, endorse the form with the attached complete requirements to the MSWDO Head for review and recommending approval	None	5 Minutes	Densther Aries Friez <i>Admin Aide (MSWDO)</i>
	1.7 Review and sign in General Intake Form or Intake Form	None	10 Minutes	Kimberly P. Basco <i>MSWD Officer (MSWDO)</i>
	1.8 Endorse all documents to the Mayor's Action Center (MAC) after recommending approval of the MSWDO Head	None	10 Minutes	Marie M. Paragas Karen R. Sarmiento <i>Social Welfare Assistant (MSWDO)</i> Danny Ventura <i>Day Care Worker I (MSWDO)</i>



	1.9 Receive and check the documents from MSWDO	None	5 Minutes	Regina M. Macaraeg Revenue Collection Clerk I (MSWDO)
	1.10 Endorse documents to the Municipal Mayor or Municipal Administrator for approval	None	30 Minutes	Josie E. Niverba Social Welfare Officer III (Mayor's Action Center)
	1.11 Review and approve General Intake Form	None	1 Day	Atty. Rodelynn Rajini S. Vidad Municipal Administrator (Mun. Admin. Office) Mary Clare Judith Phyllis Jose-Quiambao Municipal Mayor (Office of the Municipal Mayor)
	1.12 Inform the client through SMS of the schedule and release of Financial Assistance	None	3 Minutes	Marlon C. Cayabyab Admin Aide III (MSWDO)
2. Present a valid ID and authorization letter if representative	2.1 Verify client's/claimant's ID and authorization letter	None	2 Minutes	Jennifer Jagonob Municipal Treasury Staff (MTO)
3. Receive the financial assistance and sign in the financial assistance logsheet	3.1 Release assistance	None	5 Minutes	
	3.2 Take a photo for documentation	None	5 Minutes	Marlon C. Cayabyab Admin Aide III (MSWDO)
	Total:	None	1 Day, 4 Hours, 38 Minutes	



2. Issuance of Case Study Report (CSR) or Certificate of Eligibility

Issuance of Case Study Report or Certificate of Eligibility refers to the service of MSWDO where a Registered Social Worker prepared a document that describes in detail the situation and conditions of the beneficiary, including his/her or their social history. The central part of this document is the social assessment and the intervention plan and when applicable, evaluation of the intervention plan, and the recommendation of the social worker.

Issuance of Case Study Report or Certificate of Eligibility is covered under RA 9344, RA 10630, RA 7610, RA 9262, RA 9208, RA 11642, and Administrative Order No. 7, series of 2008 and qualified for multi-stage processing

Office or Division:	Municipal Social Welfare and Development Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Residents of Bayambang		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Identification document			
<i>Beneficiary and/or Authorized Representative/Person to be interviewed requirements:</i>			
1. Any of the following: (present original for verification, 1 photocopy)			
a. School ID for minors. In the absence of School ID, require any Valid government ID or Birth Certificate			
b. Valid government ID for legal age indicating residency in the Municipality of Bayambang			
c. Certificate of Residency or Certification from barangay which indicates birth date, Age, number of years residing in barangay, picture, and signature of client		Barangay Hall – Barangay Captain	
2. Certificate of Indigency of the Beneficiary (1 original)		Barangay Hall – Barangay Captain	
<i>Patient Requirements:</i>			
CSR or Certificate of Eligibility for Medical Assistance:			
1. Any identification document		Beneficiary	
<i>Beneficiary requirements:</i>			
2. Medical Certificate/ Clinical Abstract with date of issuance, complete name, signature and license number of the attending physician issued within three (3) months (1 photocopy)		Hospital or clinic – Medical Doctor	



Any of the following: (issued within three (3) months)	
3. Hospital Bill if hospitalized (present original, 1 photocopy)	Hospital or Clinic - Medical Doctor
4. Laboratory Request or Medical Procedures (present original, 1 photocopy)	Hospital or Clinic - Medical Doctor
CSR or Certificate of Eligibility for Burial Assistance:	
1. Any identification document	Beneficiary
Certified true copy of Death Certificate (1 photocopy)	
2. Funeral Contract (1 photocopy)	Funeral service
3. If Death Certificate address is outside Bayambang: Permit to Transfer (transport of cadaver) (present original, 1 photocopy)	Hospital or RHU
CSR for Educational Assistance:	
1. Any identification document	Beneficiary
2. School Registration (1 photocopy)	School
3. Latest grading report card with General Weighted Average (1 photocopy)	School
<i>Additional requirements for immediate relative or guardian:</i>	
4. Any Valid government ID (present original for verification, 1 photocopy)	
5. Authorization letter (1 original)	Student
6. Certificate of Guardianship (1 original, 1 photocopy)	
CSR for Case Management: (CICL, CAR, CNSP, VAW, VAWC, Adoption, and others)	
1. Any identification document	
For VAWC or Child in Need of Special Protection (CNSP):	
2. Medical Certificate or Medico-legal (1 original, 1 photocopy)	Hospital or Clinic – Medical Doctor
3. Police Blotter / Court Order (1 original)	PNP
For CAR / CICL	
4. Police Blotter / Court Order (1 original)	
For Adoption:	
1. Social Case Study Report, prepared within six (6) months based on the date of the report	MSWDO
2. PSA copies of birth record of the PAP/s and the child/adoptee	PSA
3. PSA copies of Marriage Certificate and/or Certificate of No Marriage, in case of	PSA



termination of marriage, Authenticated Divorce papers with copy of court decision and Certificate of Finality by their Consulate if foreign applicant; Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents for Filipino applicant	
4. NBI, Police Clearance, or Court Clearances. If foreign national, clearance from police authorities where he/she has lived for more than 12 months any time in the past fifteen (15) years	NBI/PNP
5. PSA copies of the Death Certificate of the child/adoptee's biological parents, if applicable	PSA
6. Original copy of CDCLAA, if applicable	
7. Result of the recent medical evaluation of the child/adoptee and the PAP/s prepared within six (6) months prior to application	
8. Psychological evaluation of the PAP/s prepared within two (2) years based on the date of the report	Psychologist
9. Psychological evaluation of the child, for children five years old and above prepared within two years based on the date of the report	Psychologist
10. Child care plan with a list of at least three temporary custodians of the child in order of preference in case of death, absence or incapacity of the PAP/s	Client
11. Letters attesting to the character and general reputation of the PAP/s from at least three (3) non-related character references of one preferably from an employer or supervisor or with whom the PAP/s have business dealings. The contact details of the person attesting must be so indicated in the letter	Client
12. Recent 5R (127x178 millimeter) close-up and whole-body pictures of the child and the PAP/s taken within the last six (6) months; The date when the photo was taken must be indicated	Client
13. Documents showing the financial capacity of the PAP/s	Client
14. Written consent of the adoptee, if ten (10) years of age or over	Client



15. Written consent of the marital and adopted children, ten (10) years of age or over, of the adopters, if any		Client		
16. Written consent of the non-marital children, ten (10) years of age or over, of the adopter if living with said adopter or over whom the adopters exercises parental authority and the latter's spouse, if any		Client		
17. Written consent of the spouse, if any, of the person adopting or to be adopted		Client		
18. Certificate of Attendance at Pre-Adoption Forum, Training and Seminars and Undertaking		RACCO		
19. Certificate of Matching/Presentation				
20. Pre-Adoption Placement Authority (PAPA) (c/o RACCO)				
21. Post-placement Report;				
22. Notarized Petition with Certificate of Authority for a Notarial Act (CANA)		Lawyer		
23. Verification and Certification against Non-Forum Shopping				
24. Certificate of Affidavit of Publication				
25. Order from the court approving the withdrawal of the case or order of dismissal or Decision, if the case has been previously filed with the court				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the visitors log sheet and submit requirements	1.1 Receive request and ensure the completeness and validity of the requirements	None	5 Minutes	Rica C. Paneda Social Welfare Officer II (MSWDO)
	1.2 Interview and assess the client	None	30 Minutes	
	1.3 Conduct home visit, if needed	None	4 Hours	
	1.4 Seek the client's signatory or thumb mark in the I Intake Form	None	3 Minutes	
	1.5 Prepare the CSR or Certificate of Eligibility	None	2 Days for simple	



	1.6 Endorse the Intake Form and CSR or Certificate of Eligibility with the attached complete requirements to the MSWDO Head for review and approval	None	7-30 Days for case management	
	1.7 Review and Sign the Intake form and CSR or Certificate of Eligibility			Kimberly P. Basco <i>MSWD Officer (MSWDO)</i>
	1.8 Inform the client of the availability of CSR or Certificate of Eligibility through SMS or phone call	None	5 Minutes	Ruby Mae Dizon <i>Social Welfare Assistant (MSWDO)</i>
2. Receive CSR and sign in the logbook	2.1 Release the CSR or Certificate of Eligibility to the client	None	5 Minutes	
	Total:	None	2 Days, 1 Hour, 18 Minutes for simple 30 Days, 1 Hour, 18 Minutes for case management	



3. Issuance of Certificate of Indigency or Certificate of Financial Assessment

Certificate of Indigency is issued to less fortunate resident who desires to avail programs and services that are available in other government and non-government agencies such as scholarship, medical services, free legal aid from Public Attorney's Office (PAO) and the like.

Issuance of Certificate of Indigency is covered under Executive Order No. 451, s. 1961

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Bayambang			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency (1 original)		Barangay hall – Barangay Captain		
2. Any of the following: (present original for verification, 1 photocopy)				
a. Valid government ID indicating residency in the Municipality of Bayambang		Client		
b. Certificate of Residency or Certification from barangay which indicates birth date, Age, number of years residing in barangay, picture, and signature or thumbmark		Municipal Assessor's Office		
For PAO Assistance:				
Any of the following, as may be required:				
a. Certificate of Non-Property (1 photocopy)		Municipal Assessors Office		
b. Certificate of Tax Exemption (1 photocopy)		Bureau of Internal Revenue		
c. Community Tax Certificate (Cedula) (1 photocopy)		Municipal Treasury Office		
d. Certificate of no business		Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the visitors log sheet and submit requirements	1.1 Receive request and ensure the completeness and validity of the requirements	None	5 Minutes	Marie M. Paragas <i>Social Welfare Assistant (MSWDO)</i> Karen R. Sarmiento <i>Social Welfare Assistant (MSWDO)</i>



				Danny Ventura Day Care Worker I (MSWDO)
	1.2 Interview and assess the client	None	4 Hours	Rica C. Paneda Social Welfare Officer II (MSWDO)
	1.3 Conduct home visit, if needed	None		Marie M. Paragas Social Welfare Assistant (MSWDO)
	1.4 Seek the client's signatory or thumb mark in the Intake Form	None		Karen R. Sarmiento Social Welfare Assistant (MSWDO)
	1.5 Prepare the Certificate of Indigency or Certificate of Financial Assessment	None		Danny Ventura Day Care Worker I (MSWDO)
	1.6 Endorse the Intake Form and Certificate of Indigency or Certificate of Financial Assessment with the attached complete requirements to the MSWDO Head for review and approval	None	4 Hours	Kimberly P. Basco MSWD Officer (MSWDO)
	1.7 Review and sign in Intake Form and Certificate of Indigency	None	30 Minutes	Marie M. Paragas Karen R. Sarmiento Social Welfare Assistant (MSWDO) Danny Ventura Day Care Worker I (MSWDO)
2. Receive Certificate of Indigency and sign in the logbook	2.1 Release the Certificate of Indigency to the client	None	5 Minutes	
	Total:	None	1 Day, 40 Minutes	



4. Pre-Marriage Orientation and Counseling (PMOC)

PMOC is conducted through a team approach to all would-be-married couples applying for Marriage License. Pre-Marriage Orientation (PMO) refers to the session that all contracting parties must attend before the issuance of a marriage license in compliance to the RPRH Law. Pre-Marriage Counseling (PMC) refers to the session that all contracting parties who are 18-25 years old must attend in addition to the PMO in compliance with the Family Code.

The schedule of Pre-Marriage Orientation (PMO) is every **Friday at 8:00 AM – 12:00 PM**; Pre-Marriage Counselling (PMC) **1:00 PM onwards** at Municipal Social Welfare and Development Office (*day and venue is subject to change*).

Pre-Marriage Orientation and Counseling is covered under Joint Memorandum Circular No. 1, series of 2018

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Church/Civil Wedding Checklist		Local Civil Registry Office (LCRO)		
2. The Marriage Expectation Inventory Form or Pagsisiyasat Ukol Sa Mga Inaasahan Sa Kasal Form		MSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the visitors log sheet and register for PMO and / or PMC Session	1. Receive application and provide The Marriage Expectation Inventory Form or Pagsisiyasat Ukol Sa Mga Inaasahan Sa Kasal Form	None	5 Minutes	Rosbelle N. Magno <i>Project Development Assistant (MSWDO)</i>
2. Answer The Marriage Expectation Inventory Form or Pagsisiyasat Ukol Sa Mga Inaasahan Sa Kasal Form	2.1 Check schedule availability	None	30 Minutes	
	2.2 Provide schedule to the contracting parties and record	None		



	in PMOC Schedule record sheet			
3. Attend PMO and PMC Session	3.1 Conduct the PMO Session and issue Certificate of Compliance to the contracting parties that completed PMO Session and get feedback using PMOC Session Evaluation Sheet	None	4 Hours	
	3.2 Conduct PMC Session for contracting parties with one or both aged 18-25 years old and issue Certificate of Marriage Counseling to the contracting parties that completed PMC Session and get feedback using Satisfaction Feedback Survey	None	4 Hours	
4. Receive certificate, sign in the PMOC Certificate logbook	4.1 Collect completed PMOC Session Evaluation Sheet and/or Satisfaction Feedback Survey	None	10 Minutes	
	Total:	None	1 Day, 45 Minutes	



5. Provision of Assistive Devices

Provision of Assistive Devices for persons with disabilities aims to improve their quality of life in terms of mobility, communication and for performing their daily activities.

Available Assistive Devices: Adult and Kiddie Wheelchair, Adult and Kiddie Walker, Crutches, Quad cane, and Cane. Provision of Assistive Devices is covered under Republic Act (RA) No. 7277

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Bayambang			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Requesting Person and/or Authorized Representative/Person to be interviewed requirements:</i>				
1. Any of the following: (present original for verification, 2 photocopies)				
a. School ID for minor patient. In the absence of School ID, require any Valid government ID or Birth Certificate		Student		
b. Valid government ID for legal age indicating residency in the Municipality of Bayambang (preferably PWD ID for PWD and Senior Citizen ID for Senior Citizen)		Client		
c. Certificate of Residency or Certification from barangay which indicates birth date, Age, number of years residing in barangay, picture, and signature of client		Barangay Hall – Barangay Captain		
<i>Requesting Person requirements:</i>				
2. Medical Certificate indicating the client is eligible for Assistive Device (1 photocopy)		Hospital or Clinic - Medical Doctor		
3. Certificate of Indigency (1 original)		Barangay Hall – Barangay Captain		
4. Whole Body Picture (1 copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the visitors log sheet and submit requirements	1.1 Receive request and ensure the completeness and validity of the requirements	None	5 Minutes	Michael Angelo Guevara Administrative Assistant (MSWDO)
	1.2 Check for the availability of assistive device requested	None	10 Minutes	Alta Grace DV. Evangelista Population Program Worker II



				(MSWDO)
	1.3 For assistive device that are not available, inform the client for the schedule and availability of the request.	None		Alta Grace DV. Evangelista Population Program Worker II (MSWDO)
	1.4 Interview and assess the client	None	30 Minutes	Alta Grace DV. Evangelista Population Program Worker II (MSWDO)
	1.5 Ask the client to review and sign Intake Form	None		Alta Grace DV. Evangelista Population Program Worker II (MSWDO)
	1.6 Prepare assistive device	None	2 Days and 30 Minutes	Alta Grace DV. Evangelista Population Program Worker II (MSWDO)
2. Receive assistive device and sign the logbook	2.1 Release the assistive device	None		Alta Grace DV. Evangelista Population Program Worker II (MSWDO)
	Total:	None	2 Days, 1 Hour, 15 Minutes	



6. Issuance of Senior Citizen Identification Card (ID) and Purchase Booklet

Issuance of ID and purchase booklet to a senior citizen to enjoy and avail of the benefits and privileges as provided for under the Implementing Rules and Regulations of Republic Act No. 9994.

Provision of Identification Card is covered under Republic Act (RA) No. 7432, as amended by RA No. 9257 and RA No. 9994.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizens - Residents of Bayambang			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new application:				
1. Any documents with Proof of Age and residency: Birth certificate, Baptismal certificate, Passport or any Valid government ID indicating birth date and present address (present original for verification, 1 photocopy)		Client		
2. “1x1” ID picture (1 copy)		Client		
3. Proof of citizenship for naturalized Filipino Citizenship and holder of Dual Citizenship issued by the Department of Foreign Affairs (1 photocopy)		Department of Foreign Affairs (DFA)		
For replacement, updating, and lost ID:				
1. Old Senior Citizen ID to be surrendered for replacement or updating (1 original)		Client		
2. Affidavit of loss for lost ID (1 original copy)		Notary Public		
3. “1x1” ID picture (1 copy)		Client		
4. Any documents with Proof of residency for updating of address: Birth certificate, Baptismal certificate, Passport or any Valid government ID indicating present address (present original for verification, 1 photocopy)		Client		
For Senior Citizen Purchase Booklet				
1. Senior Citizen ID (present original for verification)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the visitors log sheet and submit requirements	1.1 Receive request and ensure the completeness and validity of the requirements	None	5 Minutes	Gladys Charmaine Marinas Administrative Assistant



	1.2 For purchase booklet request, prepare purchase booklet and proceed to releasing	None	10 Minutes	(MSWDO)
	1.3 Interview and assess the client	None	30 Minutes	
	1.4 Ask the client to review and sign Senior Citizen ID Application Form	None		
	1.5 Prepare ID	None	1 Day	
	1.6 Check the accuracy of the ID	None		
	1.7 Endorse all documents to OSCA Head for review and approval	None		
	1.8 Review and sign Senior Citizen ID Application Form	None	1 Day	
2. Receive ID and/or purchase booklet and sign in the logbook for acknowledgement	2.1 Release ID and/or purchase booklet to the client	None	5 Minutes	
	Total:	None	2 Days, 50 Minutes	



7. Issuance of Person with Disability Identification Card (ID) and Purchase Booklet

The Identification card shall be the basis for the provision of certain special privileges and discounts in accordance with Republic Act (RA) No. 9442, RA Nos. 10754, 11215, and 10747.

Provision of Identification Card is covered under NCDA Administrative Order No. 001 Series of 2021

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Persons with Disability - Residents of Bayambang		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For new application:			
<i>Requesting Person and/or Authorized Representative/Person to be interviewed requirements:</i>			
1. Any of the following: (present original for verification, 1 photocopy)			
a. School ID for minors. In the absence of School ID, require Birth Certificate		Student/ School	
b. Valid government ID indicating residency in the Municipality of Bayambang		Client	
c. Certificate of Residency or Certification from barangay which indicates birth date, Age, number of years residing in barangay, picture, and signature of client		Barangay Hall – Barangay Captain	
d. Utility bills with exact name and address if no Valid ID, Certificate of Residency and Barangay Certification		Client	
<i>Requesting Person requirements:</i>			
2. “1x1” recent ID pictures with name, and signature or thumb mark at the back of the pictures (2 copies)		Client	
3. Certificate depends on disability:			
a. Certificate of Apparent Disability for applicants with apparent disability (1 original)		MSWDO	
b. Certificate of Non-Apparent Disability with signature of Specialists or by appropriate physicians from MHO for applicants with non-apparent disability (1 original)		MSWDO	



c. Medical Certificate or Certificate of Disability for applicant with non-apparent disability, cancer, and rare disease issued by an Oncologist, Surgeon or appropriate Physician qualified to determine the ailment or disease (1 original)		Hospital or Clinic – Medical Doctor		
For renewal, updating, and lost ID:				
1. Expired PWD ID (1 original)		Client		
2. Affidavit of Loss if PWD ID is declared lost (1 original)		Notary Public		
3. In the absence of expired PWD ID, “1x1” recent picture with the name, and signature or thumb mark at the back of each picture are required (2 copies)		Client		
4. Certificate depends on disability except for permanent disability:				
a. Certificate of Apparent Disability for applicants with apparent disability (1 original)		MSWDO		
b. Certificate of Non-Apparent Disability with signature of Specialists or by appropriate physicians from MHO for applicants with non-apparent disability (1 original)		MSWDO		
c. Medical Certificate or Certificate of Disability for applicant with non-apparent disability, cancer, and rare disease issued by an Oncologist, Surgeon or appropriate Physician qualified to determine the ailment or disease (1 original)		Hospital or Clinic – Medical Doctor		
5. Any documents with Proof of residency for updating of address: Birth certificate, Baptismal certificate, Passport or any Valid government ID indicating present address (present original for verification, 1 photocopy)		Client		
For PWD ID Purchase Booklet:				
1. PWD ID (present ID for verification)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the visitors log sheet and submit requirements	1.1 Receive request and ensure the completeness and validity of the requirements	None	5 Minutes	Marvin Bautista Day Care Worker / (MSWDO)
	1.2 For purchase booklet request.	None	10 Minutes	



	prepare purchase booklet and proceed to releasing			
	1.3 Interview and assess the client	None	30 Minutes	
	1.4 Ask the client to review and sign PWD Application Form	None		
	1.5 Prepare ID	None	1 Day	
	1.6 Check the accuracy of the ID	None		
	1.7 Endorse all documents to PDAO Head for PWD ID for review and approval	None		
	1.8 Review and sign PWD Application Form	None	1 Day	Johnson R. Abalos (PWD Affairs Officer – For PWD ID)
2. Receive ID and/or purchase booklet and sign in the logbook for acknowledgement	2.1 Release ID and/or purchase booklet to the client	None	5 Minutes	Alta Grace DV. Evangelista Population Program Worker II (MSWDO)
	Total:	None	2 Days, 1 Hour, 5 Minutes (ID) 50 Minutes (Purchase booklet)	



8. Issuance of Solo Parent ID and Booklet

Issuance of Solo parent ID to the qualified applicants to avail benefits and other privileges for solo parent. The ID and booklet shall be issued within seven (7) working days from receipt of the complete documents. The validity of the ID is one (1) year and is renewable.

Provision of Identification Card is covered under Republic Act (RA) No. 8972 and RA 11861.

Office or Division:	Municipal Social Welfare and Development Office (MSWDO)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Solo Parents - Residents of Bayambang
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements	
1. Birth certificate/s of the child or children (1 photocopy)	Client
2. Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has sole parental care and support of the child or children (1 photocopy)	Local Court or Legal Services Office
3. Original Barangay Certificate certifying solo parent's residency in the barangay for the last six months (1 original)	Barangay Hall – Barangay Captain
For the solo parent with child or children as a consequence of rape:	
1. Basic Requirements	
2. Complaint affidavit	Local Court or Legal Services Office
3. Medical record on the incident of rape	Hospital or Clinic – Medical Doctor
For solo parent on account of the death of the spouse:	
1. Basic Requirements	
2. Marriage certificate (1 photocopy)	Local Civil Registry Office (LCRO)
3. Death certificate of the spouse (1 photocopy)	LCRO
For solo parent on account of the detention or criminal conviction of the spouse:	
1. Basic Requirements	
2. Marriage certificate (1 photocopy)	LCRO
3. Certificate of detention or a certification that the spouse is serving sentence for at least three (3) months issued by the law enforcement agency having actual custody of the detained spouse, or commitment order issued by the court pursuant to a conviction of the spouse (1 photocopy)	Philippine National Police (PNP)
For solo parent on account of physical or mental incapacity of the spouse:	
1. Basic Requirements	



2. Marriage certificate or affidavit of cohabitation (1 photocopy)	LCRO
3. Medical record or medical abstract evidencing the physical or mental state of the incapacitated spouse issued not more than three (3) months before the submission (1 photocopy)	Hospital or Clinic – Medical Doctor
For solo parent on account of legal or de facto separation of spouse:	
1. Basic Requirements	
2. Marriage certificate (1 photocopy)	LCRO
3. Judicial decree of legal separation of the spouse or, in the case of de facto separation, an affidavit of two (2) disintegrated persons attesting to the fact of separation of the spouse (1 photocopy)	Local Court or Legal Services Office
For the solo parent on account of declaration of nullity or annulment of marriage:	
1. Basic Requirements	
2. Marriage certificate (1 photocopy)	LCRO
3. Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce (1 photocopy)	
For solo parent on account of abandonment by the spouse:	
1. Basic Requirements	
2. Marriage certificate or affidavit of the applicant solo parent (1 photocopy)	LCRO
3. Affidavit of two (2) disinterested persons attesting to the abandonment of the spouse (1 photocopy)	Local Court or Legal Services Office
For the spouse or any family member of an OFW:	
1. Basic Requirements	
2. Marriage certificate of the applicant (1 photocopy)	LCRO
3. Overseas Employment Certificate (OEC) or its equivalent document (1 photocopy)	POEA Office Agency, or at the nearest POLO-OWWA Office Abroad
4. Copy of passport stamps showing continuous 12 months of overseas work (1 photocopy)	Client
For unmarried father or mother who keeps and rears the child or children:	
1. Basic Requirements	
2. Certificate of No Marriage (CENOMAR)	LCR
3. Affidavit of barangay official attesting that the solo parent is a resident of the barangay and	Barangay Hall – Barangay Captain



that the children are under the parental care and support of the applicant solo parent (1 photocopy)	
For the solo parent who is a legal guardian, adoptive or foster parent:	
1. Basic Requirements	
2. Proof of guardianship, foster care or adoption (1 photocopy)	Client
3. Affidavit of barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent (1 photocopy)	Barangay Hall – Barangay Captain
For any relative within the fourth (4th) civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support of the child or children:	
1. Basic Requirements	
2. Death certificate of the parents or legal guardian, PR police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months (1 photocopy)	LCRO
3. Affidavit of a barangay official attesting that the solo parent is a resident of the barangay and that the children are under the parental care and support of the applicant solo parent (1 photocopy)	Barangay Hall – Barangay Captain
For the solo parent who is pregnant woman:	
1. Medical record of her pregnancy	Hospital or Clinic – Medical Doctor
2. “1x1” recent ID pictures with name, and signature or thumb mark at the back of the pictures (2 copies)	
3. Affidavit of a barangay official attesting that the solo parent is a resident of barangay for the last 6 months and that the children are under the parental care and support of the applicant solo parent (1 photocopy)	Barangay Hall – Barangay Captain
Additional requirements for the solo parent availing subsidy and discounts:	
1. Affidavit of employment	Notary Public
2. Income Tax Return (ITR) or any similar tax returns	Revenue District Office where you are registered or to any Tax Filing Center established by the BIR
3. Social Case Study issued by the MSWD; or	MSWDO



4. Any verifiable proof of income or <i>Certificate of Indigency</i>		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the visitors log sheet and submit requirements	1.1 Receive request and ensure the completeness and validity of the requirements	None	15 Minutes	Bhernardine Joy Calaus <i>Social Worker (MSWDO)</i>
	1.2 Interview and assess the client	None	1 Hour	Bhernardine Joy Calaus <i>Social Worker (MSWDO)</i>
	1.3 Ask the client to review and sign Solo Parent Application Form	None		Arsenia R. Baniqued <i>Admin. Aide I (MSWDO)</i>
	1.4 Conduct home visit, if needed	None	4 Hours	Bhernardine Joy Calaus <i>Social Worker (MSWDO)</i>
	1.5 Prepare Case Study Report for client availing subsidy	None	3 Days	
	1.6 Prepare ID	None	1 Day	
	1.7 Check the accuracy of the ID	None		
	1.8 Endorse the form with the attached complete requirements to the MSWDO Head for review and approval	None		
	1.9 Review and sign Solo Parent Application Form and Case Study Report	None	2 Days	Kimberly P. Basco <i>MSWD Officer (MSWDO)</i>
	1.10 Conduct Solo Parents Orientation	None	1 Hour	Bhernardine Joy Calaus <i>Social Worker (MSWDO)</i>
2. Attend Solo Parents Orientation	2.1 Issue Certificate of Attendance	None	5 Minutes	



3. Receive ID and/or booklet and sign in the logbook for acknowledgement	3.1 Release ID and/or booklet to the client	None	5 Minutes	
	Total:	None	6 Days, 6 Hours, 25 Minutes	



MUNICIPAL TOURISM, INFORMATION AND CULTURAL AFFAIRS OFFICE



1. Reservation of Museum Tour

Procedure for the reservation of service by the museum.

Office or Division:	Municipal Tourism, Information and Cultural Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out reservation form (1 original copy)		MTICAO (Museum)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out reservation form	1.1 Receive the reservation form and encode in the reservation tracker	None	5 Minutes	Moises DV. Palisoc Admin. Aide (Museum)
	1.2 Check the availability of tour slots on the requested date and time	None	5 Minutes	Moises DV. Palisoc Admin. Aide (Museum)
2. Receive the confirmation	2.1 Inform the client of the approval/disapproval of the request	None	3 Minutes	Moises DV. Palisoc Admin. Aide (Museum)
	Total:	None	13 Minutes	



MUNICIPAL TREASURY OFFICE



1. Payment of Real Property Tax

This service covers the issuance of RPT receipts in Bayambang.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Real Property Tax Order of Payment (RPTOP)/ Official receipt of last payment		Municipal Assessor's/ Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the RPT Logbook	1.1 Verify last payment of RPT;	Tax due is based on assessed value as determined by Mun. Assessor as per Provincial Revenue Code 2022	10 Minutes	Myra A. Ferrer Admin. Asst. II (MTO)
	1.2 Compute tax due.			Myra A. Ferrer Admin. Asst. II (MTO)
2. Pay the corresponding fee	2.1 Receive payment and issue OR		10 Minutes	Myra A. Ferrer Admin. Asst. II (MTO)
	Total:	Refer to the table below	20 Minutes	

NOTES:

Type of Fee	Amount to be paid
Assessed Value of Real Property X 2% = Tax Due 2% includes: 1% - Basic Tax 1% - Special Education Fund (SEF) (refer to the RPT chart below for the computation of Discount or Penalty)	- Refer to the Local Government Code of 1991 - Refer to Provincial Revenue Code 2022

REAL PROPERTY TAX (RPT) CHART

YEAR	JAN	FEB	MAR	APRIL	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
3 Years Back & below	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
2 Years Back	50%	52%	54%	56%	58%	60%	62%	64%	66%	68%	70%	72%
Previous Year	26%	28%	30%	32%	34%	36%	38%	40%	42%	44%	46%	48%
Current Year	-20%	-20%	-20%	8%	10%	12%	14%	16%	18%	20%	22%	24%



2. Issuance of Tax Clearance

This service covers the issuance of tax clearance in Bayambang.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated official receipt (1 original copy)		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the RPT Logbook and present requirement	1.1 Verify the OR presented (if updated, ask the client to pay the tax clearance, if delinquent – compute tax due	Refer to the latest Tax Revenue Code of the municipality	10 Minutes	Myra A. Ferrer <i>Admin. Asst. II</i> (MTO)
2. Pay the corresponding fee	2.1 Receive payment and issue OR		10 Minutes	Myra A. Ferrer <i>Admin. Asst. II</i> (MTO)
	2.2 Prepare tax clearance, and forward to the Municipal Treasurer/authorized representative			Myra A. Ferrer <i>Admin. Asst. II</i> (MTO)
	2.3 Review and sign the Tax Clearance			Charmaine Rose C. Bulalakaw <i>Acting Municipal Treasurer</i> (MTO)
3. Receive the Tax Clearance	3.1 Release the document and ask client to sign in the Tax Clearance Logbook			Myra A. Ferrer <i>Admin. Asst. II</i> (MTO)
	Total:	Refer to the latest Tax Revenue Code of the municipality	20 Minutes	



3. Registration and Branding of Large Cattle

This service covers the registration, branding, and transfer or ownership of large cattle in Bayambang.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification of Punong Barangay as proof of ownership (1 original copy)		Barangay where the large cattle is located		
2. Certificate of Ownership of Large Cattle (1 original copy)		MTO/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the cattle branding Logbook and present the documentary requirements	1.1 Verify the submitted documentary requirements	None	2 Minutes	Melvin Q. Amansec Admin. Asst. I (MTO)
	1.2 Schedule the large cattle branding	None	3 Minutes	Melvin Q. Amansec Admin. Asst. I (MTO)
	1.3 Require the owner and the registered individual brand owner to be present	None	2 Minutes	Melvin Q. Amansec Admin. Asst. I (MTO)
	1.4 Interview the owner of the large cattle	None	3 Minutes	Melvin Q. Amansec Admin. Asst. I (MTO)
	1.5 Inspect the large cattle at the branding site	Refer to the latest Tax Revenue Code of the municipality	3 Hours	Melvin Q. Amansec Admin. Asst. I (MTO)
	1.6 Compute the corresponding fees		1 Minute	Melvin Q. Amansec Admin. Asst. I (MTO)
2. Pay the corresponding fee	2.1 Receive payment and issue OR		2 Minutes	Melvin Q. Amansec Admin. Asst. I (MTO)
	2.2 Issue certificate of ownership of large	None	7 Minutes	Melvin Q. Amansec



	cattle or certificate of transfer of ownership of large cattle			Admin. Asst. I (MTO)
	Total:	Refer to the latest Tax Revenue Code of the municipality	3 Hours, 20 Minutes	



4. Issuance of Community Tax Certificate (CTC)

This service covers the collection of community tax certificate in Bayambang.

Office or Division:	Municipal Treasury Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Clients/ Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original)		Client		
2. CTC Personal Information Form		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Miscellaneous Logbook and write his/her name, address, birth date and place of birth in the CTC Personal Information Form	1.1 Encode the data provided by the Client	None	10 Minutes	Jelly Mae L. Saygo. Admin. Aide III (MTO)
2. Pay the corresponding fee	2.1 Receive payment and issue the CTC	Refer to the latest Tax Revenue Code of the municipality	5 Minutes	Jelly Mae L. Saygo. Admin. Aide III (MTO)
	Total:	Refer to the latest Tax Revenue Code of the municipality	15 Minutes	

NOTES:

Type of Fee	Amount to be paid
For Individuals: Basic Annual Salary X 0.001 + P 5.00 Basic Tax For Corporation: $\left(\frac{\text{Gross Sales}}{5,000} \right) \times 2 + \text{P500.00 Basic Tax}$	Refer to Chapter III of the Tax Ordinance No. 02, Series of 2017 below



5. Payment of Regulatory Fees and Charges

This service covers the collection of regulatory fees and other charges in Bayambang.

Office or Division:		Municipal Treasury Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Clients/ Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Offices concerned		
2. PRC ID (for professionals)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Miscellaneous Logbook and present order of payment	1.1 Ask for order of payment or ask what they will be paying	Refer to the latest Tax Revenue Code of the municipality	5 Minutes	Jelly Mae L. Saygo. Admin. Aide III (MTO)
2. Pay the corresponding fee	2.1 Receive payment and issue the OR		3 Minutes	Jelly Mae L. Saygo. Admin. Aide III (MTO)
	Total:	Refer to the latest Tax Revenue Code of the municipality	8 Minutes	



OFFICE OF THE MUNICIPAL ADMINISTRATOR



1. Incoming and Outgoing of Internal and External Communication/ Documents

(Incoming Letters, Communication Letters, Request Letter, Invitation Letters and all other documents)

These are communications (internal and external) that are sorted and classified according to subject, activity, event, and organization. These are also documents from all internal offices which may require the expertise and role of the Municipal Administrator which may entail internal departments and responses to external departments or agencies.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Client; G2B- - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter duly signed by the requesting party with contact number (1 original copy)		Clients or Concerned LGU Departments		
2. Disbursement/Petty Cash Vouchers/ Cash Advances/ PRs/ POs/ Payrolls/ Checks		Accounting Office, MTO, BAC, HRMO		
3. Master list of beneficiaries		MSWDO, MNAO, MAO, PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/ documents	1.1 Receive, check, and record in the logbook	None	3 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.) Andrea J. Galsim <i>Technical Asst.</i> (Office of the Mun. Admin.)
	1.2 Attach action slip and forward to the Municipal Administrator for appropriate action	None	2 Minutes	Andrea J. Galsim <i>Technical Asst.</i> (Office of the Mun. Admin.)
	1.3 Review and approve the request letter/ documents	None	5 Minutes	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator</i> (Office of the Mun. Admin.)
	1.3.1 Ambulance Requests	None		



	1.3.2 All other requests/ documents	None	2 Days	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator (Office of the Mun. Admin)</i>
	1.4 Record in the Microsoft excel the Municipal Administrator's comments and/or recommendations	None	2 Minutes	Andrea J. Galsim <i>Technical Asst. (Office of the Mun. Admin)</i>
	1.5 Release/endorse/d isseminate documents/letters to concerned department /office	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i> Andrea J. Galsim <i>Technical Asst. (Office of the Mun. Admin.)</i>
2. Receive information on the status of letter of request/ document	2.1 Inform the client through text/phone call/ e-mail (external) or DMS (internal) the availability of their request/documents	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i>
	2.2 Follow up the appropriate action taken by concerned department/offices	None	5 Minutes	Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i> Andrea J. Galsim <i>Technical Asst. (Office of the Mun. Admin.)</i>
	Total:	None	2 Days, 21 Minutes	



2. Issuance of Oath of Office for Barangay Official

Oath of Office for Barangay Officials is an important ceremonial gesture signifying the official start to one's term in Office. It also means for the official to make a public commitment to the duties responsibilities and obligations associated with holding public office.

Office or Division:	Office of the Municipal Administrator			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Officials Information Sheet (1 original copy)		Office of DILG Bayambang, Pangasinan		
2. Barangay Resolution (1 original copy)		Barangay Secretary		
3. Cedula (1 original copy)		MTO		
4. Appointment for Barangay Officials (1 original copy)		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive, check, and record the completeness of the requirements	None	3 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.)
	1.2 Prepare/draft the Oath of Office	None	10 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.)
	1.3 Review and countersign the document	None	2 Days	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator</i> (Office of the Mun. Admin.)
	1.4 Forward the document to MO	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst.</i> (Office of the Mun. Admin.)
	1.5 Sign and approve the document	None	-	Hon. Mary Clare Judith Phyllis Jos-Quiambao <i>Municipal Mayor</i> (Office of the Municipal Mayor)



	1.6 Receive the document from the MO	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> <i>(Office of the Mun. Admin.)</i>
	1.7 Inform the client/s thru text/phone call the availability of Oath of Office	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> <i>(Office of the Mun. Admin.)</i>
2. Receive the Oath of Office	2.1 Release Oath of Office	None	2 Minutes	Kristine Joy P. Castillo <i>Admin Aide III</i> <i>(Office of the Mun. Admin.)</i>
	Total:	None	2 Days, 21 Minutes	



3. Issuance of Recommendation /Endorsement Letters

Preparing a recommendation/endorsement letter highlighting an individual's skill set, work experiences, and other aspects that will convince a prospective employer on why he/she is the best person for the job or position.

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Bayambangueños, Job seekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (1 original copy)		Clients		
2. Certificate of Eligibility (1 photocopy)		Clients		
3. Personal Data Sheet (PDS) (1 original copy)		Clients		
4. Certificate of Barangay Residency (1 original copy)		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for evaluation	1.1 Receive, check and evaluate the completeness of the requirements and record in the Microsoft excel	None	3 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.)
	1.2 Prepare the recommendation / endorsement letter	None	10 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.) Valentine G. Dela Cruz <i>Sr. Admin Asst. I</i> (Office of the Mun. Admin.)
	1.3 Review, comment and countersign the recommendation / endorsement letter	None	2 Days	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator</i> (Office of the Mun. Admin.)
	1.4 Forward the document to MO	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst.</i> (Office of the Mun. Admin.)



	1.5 Approve and sign the recommendation / endorsement letter	None	-	Hon. Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor (Office of the Municipal Mayor)</i>
	1.6 Receive the document from MO	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst. (Office of the Mun. Admin.)</i>
	1.7 Apply sticker seal and record the document in the logbook	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i> Kristine Joy P. Castillo <i>Admin Aide III (Office of the Mun. Admin.)</i>
	1.8 Inform the client through text/phone call the availability of the recommendation / endorsement letter	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i> Kristine Joy P. Castillo <i>Admin Aide III (Office of the Mun. Admin.)</i>
2. Receive recommendation/endorsement letter	2.1 Release and record in the logbook the recommendation / endorsement letter	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i>
	Total:	None	2 Days, 23 Minutes	



4. Issuance of Certifications for Different Purposes

This certification is requested by clients for whatever legal purposes it may serve.

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Bayambangueños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy)		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1.1 Receive and record in the logbook and Microsoft excel the request letter	None	3 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.)
	1.2 Prepare a draft of certification	None	10 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.) Valentine G. Dela Cruz <i>Sr. Admin Asst. I</i> (Office of the Mun. Admin.)
	1.3 Review, comment and countersign the certification	None	2 Days	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator</i> (Office of the Mun. Admin.)
	1.4 Forward the certification to the MO	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst.</i> (Office of the Mun. Admin.)
	1.5 Approve and sign the certification	None	-	Hon. Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor</i> (Office of the Municipal Mayor)
	1.6 Receive the certification from MO	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst.</i>



				(Office of the Mun. Admin.)
	1.7 Inform the client thru text/phone call the availability of the certification	None	2 Minutes	Adrian O. Beltran Admin. Asst. III (Office of the Mun. Admin.) Kristine Joy P. Castillo Admin Aide III (Office of the Mun. Admin.)
2. Receive certification	2.1 Release and record in the logbook the certification	None	2 Minutes	Adrian O. Beltran Admin. Asst. III (Office of the Mun. Admin.) Kristine Joy P. Castillo Admin Aide III (Office of the Mun. Admin.)
	Total:	None	2 Days, 21 Minutes	



5. Preparing of Transmittal Letters to Sangguniang Bayan Resolution for Contracts and Similar Deeds

Transmitting Letters to Sangguniang Bayan (SB) for review, comments and approval.

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriate Attachments				
1. MOU (1 photocopy)		Clients		
2. MOA (1 photocopy)		Clients		
3. Investment/Development Plans (1 photocopy)		Clients		
4. Ordinances/Codes (1 photocopy)		Clients		
5. Resolutions (1 photocopy)		Clients		
6. Contracts (1 photocopy)		Clients		
7. Certification (1 photocopy)		Clients		
8. Rating or reports relative to the proposal (1 photocopy)		Clients		
9. Other supporting documents (1 photocopy)		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit all requirements	1.1 Receive, check all requirements and record in the logbook	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.)
	1.2 Draft the transmittal letter	None	10 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.) Valentine G. Dela Cruz <i>Sr. Admin Asst. I</i> (Office of the Mun. Admin.)
	1.3 Review and countersign the transmittal letter	None	2 Days	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator</i> (Office of the Mun. Admin.)



	1.4 Forward the transmittal letter with attached document to MO	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst. (Office of the Mun. Admin.)</i>
	1.5 Sign and approve/review the transmittal letter	None	-	Hon. Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor (Office of the Municipal Mayor)</i>
	1.6 Receive the transmittal letter with attached document from MO	None	2 Minutes	Kristine Joy P. Castillo <i>Admin Aide III (Office of the Mun. Admin.)</i>
	1.7 Forward to Sangguniang Bayan Office for the Passage Resolution for Contracts and Similar Deeds	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i> Kristine Joy P. Castillo <i>Admin Aide III (Office of the Mun. Admin.)</i>
	Total:	None	2 Days, 18 Minutes	



6. Reservation of Balon Bayambang Events Center (External)

External clients need to check the availability of the BBEC prior to approving the use of the Events Center as a venue for a certain activity or event.

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Bayambangueños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1.1 Check the availability of the events center	None	5 Minutes	Kristine Joy P. Castillo <i>Admin Aide III (Office of the Mun. Admin.)</i>
	1.2 Review and forward the request to MO	None		Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i> Kristine Joy P. Castillo <i>Admin Aide III (Office of the Mun. Admin.)</i>
	1.3 Approve and sign the request	None	-	Hon. Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor (Office of the Municipal Mayor)</i>
	1.4 Inform the client thru text/ phone call the approval/disapproval of the request	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III (Office of the Mun. Admin.)</i> Kristine Joy P. Castillo <i>Admin Aide III (Office of the Mun. Admin.)</i>
2. Fill out the BBEC Reservation Form and submit it to the Office of the Admin	2.1 Issue BBEC Reservation Form for the approved request	None	10 Minutes	Kristine Joy P. Castillo <i>Admin Aide III</i>



				(Office of the Mun. Admin.)
	2.2 Plot the request in the Microsoft Outlook	None		Kristine Joy P. Castillo Admin Aide III (Office of the Mun. Admin.)
	2.3 Route the BBEC Reservation Form to concerned LGU Departments/ Units/ Sections	None		Adrian O. Beltran Admin. Asst. III (Office of the Mun. Admin.) Kristine Joy P. Castillo Admin Aide III (Office of the Mun. Admin.)
	Total:	None	17 Minutes	



OFFICE OF THE SANGGUNIANG BAYAN



1. Issuance of Copy of Approved Resolutions, Ordinances etc.

The purpose of this service is to ensure that there is an organized procedure for obtaining client details and documents specifically on ordinances and resolutions passed or approved by the Sangguniang Bayan.

Office or Division:		Sangguniang Bayan		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government; G2C-Government to Citizen		
Who may avail:		Citizens and Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (optional) (1 original copy)		Client		
2. Request Form (1 original copy)		Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive the requirements	None	5 Minutes	Jonas C. Santiago Admin. Asst. VI (Office of the Sangguniang Bayan Secretary)
	1.2 Forward the request form to the Records Officer	None		Jonas C. Santiago Admin. Asst. VI (Office of the Sangguniang Bayan Secretary)
	1.3 Prepare the document and stamp it with a Certified True Copy	None	15 Minutes	Jonas C. Santiago Admin. Asst. VI (Office of the Sangguniang Bayan Secretary)
	1.4 Sign the Certified True Copy document	None	1 Minute	Joel V. Camacho Secretary to the Sanggunian (Office of the Sangguniang Bayan Secretary)
2. Receive the requested document	2.1 Release the document and sign the releasing slip	None	5 Minutes	Jonas C. Santiago Admin. Asst. VI (Office of the Sangguniang Bayan Secretary)
	Total:	None	26 Minutes	



PUBLIC EMPLOYMENT SERVICE OFFICE



1. Issuance of Clearances, Permits, and Certifications

Mayor's Clearance/Work Permit, Permit for Promotional or recruitment activity, and Certificate of Unemployment for Scholarship purposes.

Office or Division:	Public Employment Service Office (PESO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mayor's Clearance/Certified True Copy of Mayor's Clearance		
1. Barangay Certification (for First Time Job Seeker) (1 photocopy)	Barangay Government	
2. Barangay Clearance (1 photocopy)	Barangay Government	
3. Community Tax Certificate/CEDULA (1 photocopy)	MTO	
4. Judge Clearance (1 photocopy)	MTC/ RTC	
5. National Police Clearance or NBI (1 photocopy)	PNP/NBI	
6. Official Receipt (1 photocopy)	MTO	
7. National Skills Registration Program (NSRP) Form 1 (1 original copy)	PESO	
Work Permit		
1. Barangay Certification (for First Time Job Seeker) (1 photocopy)	Barangay Government	
2. National Police Clearance or NBI (1 photocopy)	PNP/NBI	
3. Health Card (1 photocopy)	RHU/District Hospital	
4. Medical Certificate-Fit to Work (1 photocopy)	RHU/District Hospital	
5. Official Receipt (1 photocopy)	MTO	
6. National Skills Registration Program (NSRP) Form 1 (1 original copy)	PESO	
Certificate of Unemployment		
1. Notarized Sworn Statement (1 original copy)	Customer/Client	
2. Valid ID (1 Photocopy)	Customer/Client	
For Representative who will claim the documents, please bring the following:		
1. Authorization Letter (1 original)	Owner of the document	
2. Valid ID of the document owner (1 photocopy)	Owner of the document	
3. Valid ID of the authorized representative (1 photocopy)	Authorized representative	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive and check the requirements	None	1 Minute	Andrea B. Alarin <i>Admin. Aide (PESO)</i>
	1.2 Prepare the requested documents and request the client to sign and affix their thumbmark on the Mayor's Clearance	None	3 Minutes	Andrea B. Alarin <i>Admin. Aide (PESO)</i>
	1.3 Forward the Mayor's Clearance/Work Permit/Permit/Certification to the Administrator's Office or Mayor's Office for signature	None	3 Minutes	Andrea B. Alarin <i>Admin. Aide (PESO)</i>
	1.4 Sign the Mayor's Clearance/Work Permit/Permit/Certification	None	2 Days	Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor (Office of the Municipal Mayor)</i> Atty. Rodelynn Rajini Sagarino Vidad <i>Municipal Administrator (Office of the Mun. Admin.)</i>
	1.5 Forward the signed Mayor's Clearance/Work Permit/Permit/Certification to the PESO	None		Rex S. Chico & Christian R. Sabangan <i>Admin. Aide/Messenger (Office of the Municipal Mayor)</i>
	1.6 Inform client thru message/ phone call for the availability of the document	None	1 Minute	Andrea B. Alarin <i>Admin. Aide (PESO)</i>
2. Receive the document and sign	2.1 Release the documents	None	3 Minutes	Andrea B. Alarin <i>Admin. Aide</i>



in the releasing log sheet				(PESO)
	Total:	None	2 Days, 11 Minutes	



2. Issuance of Referral and Repatriation Documents

This procedure covers the issuance of Referrals to Overseas Filipino Workers (OFW) for social welfare benefits and repatriation purposes.

Office or Division:	Public Employment Service Office (PESO)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government				
Who may avail:	Overseas Filipino Workers and their families				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Passport (1 photocopy) and any of the following requirements:			DFA		
2. Overseas Employment Certificate (OEC) (1 photocopy)			OWWA		
3. Employment Contract (1 photocopy)			Employer/Company/Agency		
4. Pre-Departure Orientation Seminar (PDOS)/ Pre-Employment Orientation Seminar (PEOS) (1 photocopy)			OWWA		
5. Termination of Employment Contract (1 photocopy)			Employer/Company/Agency		
6. Overseas Workers Welfare Administration (OWWA) Membership Fee (1 photocopy)			OWWA		
7. National Skills Registration Program NSRP Form 1 or Form 2 (1 original copy)			PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements	1.1 Receive and check the requirements	None	2 Minutes	Dennis P. Flores Admin. Aide I (PESO)	
	1.2 Prepare the requested documents	None	1 Hour	Dennis P. Flores Admin. Aide I (PESO)	
	1.3 Forward the Referral to the Administrator's Office or MO for signature	None	2 Minutes	Dennis P. Flores Admin. Aide I (PESO)	
	1.4 Sign the Referral	None	2 Days	Mary Clare Judith Phyllis Jose Quiambao Municipal Mayor (Office of the Municipal Mayor)	



				Atty. Rodelynn Rajini Sagarino <i>Vidad Municipal Administrator (Office of the Mun. Admin.)</i>
	1.5 Inform client thru message/ phone call for the availability of the document	None	1 Minute	Dennis P. Flores <i>Admin. Aide I (PESO)</i>
2. Receive referral and repatriation documents and sign in the releasing logshett	2.1 Release the document	None	1 Minute	Dennis P. Flores <i>Admin. Aide I (PESO)</i>
	Total:	None	2 Days, 1 Hour, 6 Minutes	



3. Job Recruitment Activities (Job Fairs/Special Recruitment Activity /Local Recruitment Activity)

This procedure covers the conduct of job recruitment activities process

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (LOI) address to Municipal Mayor (1 original copy/Scan copy)		Company/Agency		
2. Company Profile (1 photocopy/Scan copy)		Company/Agency		
3. Business Permit (1 photocopy/Scan copy)		BPLO		
4. SEC Registration (1 photocopy/Scan copy, if applicable)		SEC		
5. DTI Registration (1 photocopy/Scan copy), if applicable)		DTI		
6. BIR Registration (1 photocopy/Scan copy)		BIR		
7. Department of Labor and Employment (DOLE) and Department of Migrant Workers (DMW) Permit (1 photocopy/Scan copy)		DOLE/DMW		
8. (1) Valid ID of the Company Representative (1 photocopy/Scan copy)		Company/Agency		
9. Official Receipt (1 photocopy)		MTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements ***Scan copy may submit thru email	1.1 Check and validate requirements	None	5 Minutes	Dennis P. Flores Admin. Aide I (PESO)
	1.2 Endorse to the LCE for approval of LOI and No Objection Certificate	None	5 Minutes	Gernalyn J. Santos SLEO/OIC-PESO (PESO)
	1.3 Sign/Approve the LOI and No Objection Certificate	None	2 Days	Mary Clare Judith Phyllis Jose Quiambao Municipal Mayor (Office of the Municipal Mayor)



				Atty. Rodelynn Rajini Sagarino Vidad <i>Municipal Administrator (Office of the Mun. Admin.)</i>
	1.4 Forward the signed LOI and No Objection Certificate to the PESO office	None		Rex S. Chico & Christian R. Sabangan Admin. <i>Aide/Messenger (Office of the Municipal Mayor)</i>
	1.5 Inform client thru message/ phone call for the availability of the document	None	3 Minutes	Dennis P. Flores <i>Admin. Aide I (PESO)</i>
2. Receive the document	2.1 Release the No Objection Certificate *The client may receive the document thru email or hard copy	None	2 Minutes	Dennis P. Flores <i>Admin. Aide I (PESO)</i>
	Total:	None	2 Days, 15 Minutes	



4. Job Referral

This is issued to Job Seekers to refer to them to companies/agencies for job opportunities

Office or Division:		Public Employment Service Office (PESO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen; G2B – Government to Business Entity		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume/Biodata with picture		Personally made by the client		
2. National Skills Registration Program NSRP Form 1		PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resume/biodata	1.1 Receive resume/biodata	None	1 Minute	Gernalyn J. Santos SLEO/OIC-PESO (PESO) Dennis P. Flores Admin. Aide I (PESO)
	1.2 Interview client and advise them as to what position and company to apply for (job matching)	None	5 Minutes	Gernalyn J. Santos SLEO/OIC-PESO (PESO) Dennis P. Flores Admin. Aide I (PESO)
	1.3 Prepare referral	None	2 Minutes	Dennis P. Flores Admin. Aide I (PESO)
	1.4 Review and sign the document	None		Gernalyn J. Santos SLEO/OIC-PESO (PESO)
2. Receive the referral and sign in the releasing log sheet	8.1 Release document	None	1 Minute	Dennis P. Flores Admin. Aide I (PESO)
	Total:	None	12 Minutes	



RURAL HEALTH UNIT I



1. Animal Bite Treatment Center (Ongoing Treatment or Follow-Up)

RHU-I Animal Bite Treatment Center is conducted every Tuesday and Friday, 8:00 AM – 5:00 PM. Our primary goal is to provide immediate and appropriate medical care and treatment for individuals who have been bitten or scratched by animals that have already ongoing treatment or follow up by following these steps:

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All patients with animal bite and scratch incidents with ongoing treatment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Anti-rabies prophylaxis card (for patients with ongoing treatment) (1 original copy)		RHU-I or from other Animal Bite Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Ongoing Treatment: 1. Present anti-rabies prophylaxis card to the front desk and wait for the name to be called	1.1 Receive clients by gathering prophylaxis cards of ongoing treatment clients	None	1 Minute	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragasin Nurse I (RHU I)
	1.2 Vaccinate clients based on their presented Rabies Post-Exposure Prophylaxis Card schedule ***If no supply of vaccines and syringes, the client needs to purchase from the pharmacy	None	3 Minutes	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragasin Nurse I (RHU I)
2. Get your anti-rabies prophylaxis card	2.1 Sign the prophylaxis card. Emphasize the next vaccination schedule before discharging the client.	None	1 Minute	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragasin Nurse I (RHU I)
	Total:	None	5 Minutes	



2. Animal Bite Treatment Center (For New Category II Cases)

RHU-I Animal Bite Treatment Center is conducted every Tuesday and Friday, 8:00 AM – 5:00 PM. Our primary goal is to provide immediate and appropriate medical care and treatment for new cases of Category II who are individuals who have obtained minor bites or scratches at the lower extremities of the body.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All new case patients with animal bite and scratch incidents for Category II			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original copy)		Private and Public Institutions		
2. Anti-rabies prophylaxis card (for patients with ongoing treatment or previously completed treatment) (1 original copy)		RHU I or from another Animal Bite Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Cases: 1. Present the requirements	1.1 Issue queuing number and receive the complete requirements	None	5 Minutes	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragasin Nurse I (RHU I)
	1.2 Conduct health promotion lecture	None	10 Minutes	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragasin Nurse I (RHU I)
2. Wait for the queuing number to be called and receive the anti-rabies prophylaxis card	2.1 Assess and fill up the ABTC Individual Treatment Record, and administer the appropriate vaccine *** If no supply of vaccines and syringes, the client	None	10 Minutes	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragasin Nurse I (RHU I)



	<i>needs to purchase them from the pharmacy</i>			
	2.2 Issue signed prophylaxis card and emphasized next schedule	None	5 Minutes	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragas Nurse I (RHU I)
	Total:	None	30 Minutes	



3. Animal Bite Treatment Center (For New Category III Cases)

RHU-I Animal Bite Treatment Center is conducted every Tuesday and Friday, 8:00 AM – 5:00 PM. Our primary goal is to provide immediate and appropriate medical care and treatment for a new case of Category III who are individuals that obtained single/multiple bites or scratches with continuous bleeding of wound/s, large wounds that requires suturing, and bites or scratches in their genital/face/neck areas.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All new case patients with animal bite and scratch incidents for Category III			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished the following:				
1. Valid ID (1 original copy)		Private and Public Institutions		
2. Anti-rabies prophylaxis card (for patients with ongoing treatment/previous treatment) (1 original copy)		RHU-I or from another Animal Bite Treatment Facility		
3. Pre-test ABTC Questionnaire Form (1 original copy)		RHU I		
4. Post-test ABTC Questionnaire Form (1 original copy)		RHU I		
5. PhilHealth Form (1 original copy)		RHU I		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Cases: 1. Submit requirements	1.1 Issue queuing number and receive the complete requirements	None	5 Minutes	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragasin Nurse I (RHU I)
	1.2 Conduct IEC	None	10 Minutes	Erik Rezon E. Macaranas Nurse II (RHU I) Mark Darius P. Gragasin Nurse I (RHU I)



2. Wait for the queuing number to be called and receive the anti-rabies prophylaxis card	2.1 Assess, fill-out the ABTC Individual Treatment Record, and administer the appropriate vaccine *** If no supply of vaccines and syringes, the client needs to purchase them from the pharmacy.	None	10 Minutes	Erik Rezon E. Macaranas <i>Nurse II (RHU I)</i> Mark Darius P. Gragasin <i>Nurse I (RHU I)</i> Mike Dominic P. Gragasin <i>Nurse I (RHU I)</i>
	2.2 Do a skin test for the ERIG vaccine	None	30 Minutes	Erik Rezon E. Macaranas <i>Nurse II (RHU I)</i>
	2.3 After a negative skin test, administer the ERIG vaccine and the anti-tetanus vaccine if necessary.	None	5 Minutes	Erik Rezon E. Macaranas <i>Nurse II (RHU I)</i> Mark Darius P. Gragasin <i>Nurse I (RHU I)</i>
	2.4 ***If positive skin test; refer to Region 1 Medical Center (R1MC) for the treatment			
	2.5 Advise client to stay for observation and instruct the client to fill out the Philhealth form	None	1 Hour	Erik Rezon E. Macaranas <i>Nurse II (RHU I)</i> Mark Darius P. Gragasin <i>Nurse I (RHU I)</i>
3. Submit the filled-out PhilHealth form and get the signed anti-rabies prophylaxis card	3.1 Issue signed prophylaxis card, emphasize next schedule	None	5 Minutes	Erik Rezon E. Macaranas <i>Nurse II (RHU I)</i>
	Total:	None	2 Hours, 5 minutes	



4. Tuberculosis Treatment Center

Rural Health Unit Tuberculosis Treatment Center ensures that TB diagnostic, treatment, and information services are available and accessible to the community to reduce the morbidity and mortality from TB.

All MTB-detected clients will be consulted on Tuesdays and Thursdays.

All MTB negative but with TB results on chest x-ray will be consulted on Wednesdays and Fridays.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals with signs and symptoms of tuberculosis (2 weeks or more cough, afternoon fever, weight loss)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-ray result (1 original copy) And or referral form		Hospitals		
2. PhilHealth card of/or Member Data Record (MDR) (1 original copy) or government issued identification card		Philippine Health Insurance Corporation		
3. Gene-Xpert Result (1 original copy)		RHUs, Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Issue queuing number and receive the complete requirements	None	1 Minute	Mark Kenneth P. Gangano <i>Nurse I (RHU I)</i>
2. Wait for the queuing number to be called	2.1 Call the client and take the vital signs and fill out the Individual Treatment Record to be encoded in the electronic medical record (EMR)	None	4 Minutes	Mark Kenneth P. Gangano <i>Nurse I (RHU I)</i>
3. Proceed to the Consultation Area (TBDOTS Clinic)	3.1 Conduct history of present illness, signs and symptoms, physical examination, and	None	15 Minutes	Mark Kenneth P. Gangano <i>Nurse I (RHU I)</i>



	correlate with Gene-Xpert and chest x-ray results *** If Gene-Xpert Result is not yet done, issue request.			Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
4. Carefully listen to and understand health teachings.	4.1 Start TB treatment of client in accordance with TB manual of procedures (MOP) and conduct health teachings for the correct time and number of tablets to take, and religiously stick to scheduled follow-up check-ups, laboratory tests, and household contact tracing.	None	1 Hour	Mark Kenneth P. Gangano <i>Nurse I (RHU I)</i>
	4.2 Inform patient of the provider-initiated counseling (pre and post) and testing (PICT)	None	40 Minutes	Jhennel Ryan Custodio <i>Medical Technologist I (RHU I)</i>
	Total:	None	2 Hours	



5. HIV Testing (Screening)

HIV testing in the Municipal Health Office (Rural Health Unit I) With NO Laboratory Fee typically covers a range of services related to HIV screening, detection of risk behavior, prevention, and education.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All voluntary walk in patients, pregnant and referred for screening			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request (1 original copy)		Public or private physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the admission area	1.1 Receive client and endorse to HIV counsellor	None	5 Minutes	Jessie S. Herrera <i>Nurse II (RHU I)</i> Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
2. Proceed to the counselling room	2.1 Conduct pre-HIV test counselling and get the client's consent and fill out the HIV counseling form	None	15 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i> Jessie S. Herrera <i>Nurse II (RHU I)</i> Mark Kenneth P. Gangano <i>Nurse I (RHU I)</i>
3. Proceed to the Laboratory and present filled-out form	3.1 Confirm the identity of the client, extract the blood specimen and perform the test	None	40 Minutes	Nerisa Zafra, RMT <i>HIV proficient (RHU I)</i> Carren Aquino <i>Medical Technologist II (RHU I)</i> Jhennel Ryan A. Custodio <i>Medical Technologist I</i>



				(RHU I)
4. Wait for the Laboratory result	4.1 Print the official result and present the result to the HIV counselor	None	5 Minutes	Nerisa Zafra, RMT <i>HIV proficient</i> (RHU I) Carren Aquino <i>Medical Technologist II</i> (RHU I) Jhennel Ryan A. Custodio <i>Medical Technologist I</i> (RHU I)
5. Proceed to the counselling room	5.1 Conduct post-test HIV counselling based on result to client	None	10 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer</i> (RHU I) Jessie S. Herrera <i>Nurse II</i> (RHU I) Mark Kenneth P. Gangano <i>Nurse I</i> (RHU I)
	Total:	None	1 Hour, 15 Minutes	



6. Issuance of Burial/Transfer of Cadaver Permit, and Signing of Death Certificate

The role of Municipal Health Office in handling these permits and certificates is to ensure that the necessary documentation and processes are carried out accurately; in accordance with PD 856. Often collaborates with local authorities, funeral homes, medical professionals, and families to facilitate these administrative aspects in handling remains/cremains of a person.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Deceased's family members or nearest kin requesting for death certificate.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate if death occurred at home (1 original copy)		Barangay Hall		
2. Death Certificate, if death occurred in the Hospital (4 original copies)		Hospital		
3. Death Interview Form (1 original copy)		Municipal LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Check completeness of requirements, interview and fill out Cause of Death Slip and Burial/Transfer Permit Number	None	7 Minutes	Nerissa B. Zafra RSI IV (RHU I) Marita B. Samson RSI I (RHU I)
2. Received order of payment	2.1 Issue order of payment	None	2 Minutes	Nerissa B. Zafra RSI IV (RHU I) Marita B. Samson RSI I (RHU I)
3. Proceed to Business One-Stop-Shop (BOSS) for payment	3.1 Process payment and issue official receipt	P150.00	30 Minutes	Revenue Clerk MTO
4. Proceed to LCRO	4.1 LCR staff will conduct interview and check the completeness of requirements	None	50 Minutes	LCRO



5. Present Official Receipt and Death Certificate	5.1 Sign and review Official Death Certificate	None	5 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
6. Receive signed Death Certificate	6.1 Issue signed Official Death Certificate with Burial Permit/Transfer Permit to client after signing the receiving logbook	None	3 Minutes	Nerissa B. Zafra <i>RSI IV (RHU I)</i> Marita B. Samson <i>RSI I (RHU I)</i>
	Total:	P150.00	1 Hour 37 Minutes	



7. Exhumation Permit

The role of the Municipal Health Office in handling this permit is to ensure that the necessary documentation and processes are carried out accurately; in accordance with PD 856. Often collaborates with local authorities, funeral homes, medical professionals, and families to facilitate these administrative aspects in handling remains/cremains of a person.

Office or Division:		Municipal Health Office (Rural Health Unit I)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Relatives or family members of the deceased requesting exhumation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate (1 copy original)		PSA or LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and review requirements	None	2 Minutes	Nerissa B. Zafra <i>RSI IV (RHU I)</i> Marita B. Samson <i>RSI I (RHU I)</i>
2. Received order of payment	2.1 Issue order of payment	None	2 Minutes	Nerissa B. Zafra <i>RSI IV (RHU I)</i> Marita B. Samson <i>RSI I (RHU I)</i>
3. Proceed to Business Stop-Shop (BOSS) for payment	3.1 Process payment and issue official receipt	P150.00	30 Minutes	<i>Revenue Clerk MTO</i>
4. Present Official receipt	4.1 Issue Exhumation Permit to client after signing the receiving logbook	None	2 Minutes	Nerissa B. Zafra <i>RSI IV (RHU I)</i> Marita B. Samson <i>RSI I (RHU I)</i>
Total:		P150.00	36 Minutes	



8. Issuance of Medical Certificate

Rural Health Unit Issuance of Medical Certificate aims to certify medical conditions of an individual as to fitness or non-fitness to engage in work or other activities.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-Ray result (1 original copy)		Hospitals/Diagnostic Centers		
2. Complete Blood Count (1 original copy)		RHUs/ Hospitals/Diagnostic Centers		
3. Urinalysis (1 original copy)		RHUs /Hospitals/Diagnostic Centers		
4. Fecalalysis (1 original copy)		RHUs /Hospitals/Diagnostic Centers		
5. Neuro-Psychiatric Examination (1 original copy) (for employment of casual, permanent and security force)		Accredited Psychological Institute		
6. Drug Test (1 original copy) (optional)		Accredited Clinics		
7. Individual Treatment Record (ITR) Form (1 original copy) (optional)		RHU I		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1 Issue queuing number and check the requirements	None	3 Minutes	Jessie S. Herrera <i>Nurse II (RHU I)</i>
	1.2 Fill out the ITR/EMR	None	5 Minutes	Jonathan Florentino <i>Nurse I (RHU I)</i>
2. Proceed to Consultation Area	2.1 Conduct medical consultation and evaluate laboratory results ***If there is no laboratory result, issue request	None	5 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
3. Proceed to digital registration area	3.1 Encode to electronic medical record and Endorse documents to consultation room	None	5 Minutes	Jinky P. Justo <i>Laboratory Technician I (RHU I)</i>



4. Received order of payment	4.1 Issue order of payment	None	2 Minutes	Jessie S. Herrera <i>Nurse II (RHU I)</i> Mark Kenneth Gangano <i>Nurse I (RHU I)</i>
5. Proceed to Business Stop-Shop payment One-for	5.1 Process payment and issue official receipt	P80.00	30 Minutes	<i>Revenue Clerk MTO</i>
6. Present official Receipt and receive Medical Certificate	6.1 Release Signed Medical Certificate. Instruct client to sign in Medical Certificate Receiving Logbook	None	5 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
	Total:	P80.00	55 Minutes	



9. Clinical Laboratory

Municipal Health Office and Rural Health Unit II Laboratory aim to offer essential healthcare services at little to no cost to ensure that underserved populations have access to basic laboratory services.

Office or Division:		Municipal Health Office (Rural Health Unit I)		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request (1 original copy)		Hospitals/Diagnostic Clinics/ RHUs		
2. Individual Treatment Record (ITR) Form		RHUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive the requirements and check the laboratory request in the EMR	None	5 Minutes	Carren A. Aquino <i>Medical Technologist II (RHU I)</i> Jhannel Ryan A. Custodio <i>Medical Technologist I (RHU I)</i>
	1.2 Issue order of payment	None		Carren A. Aquino <i>Medical Technologist II (RHU I)</i> Jhannel Ryan A. Custodio <i>Medical Technologist I (RHU I)</i>
2. Proceed to BOSS	2.1 Process payment and issue OR - No charge for PhilHealth YAKAP if enrolled to RHU-I facility. 20 % discount for Senior Citizen/PWD - Issue order of payment for	Refer to the table below for Laboratory Fees	30 Minutes	Revenue Clerk MTO



	private sector/no PhilHealth			
3. Submit the needed specimen to the laboratory	3.1 Receive specimen and extract blood (if needed)	None	2 Minutes	Carren A. Aquino <i>Medical Technologist II (RHU I)</i> Jhennel Ryan A. Custodio <i>Medical Technologist I (RHU I)</i>
	3.2 Conduct laboratory procedure and encode laboratory results in the EMR and logbook	None	3 Hours turn around time Blood Chemistry (results to be released at 2 PM) 2 hours for Routine tests	Carren A. Aquino <i>RHU I Medical Technologist II (RHU I)</i> Jhennel Ryan A. Custodio <i>Medical Technologist I (RHU I)</i>
4. Present OR and sign in the receiving logbook	4.1 Release result	None	3 Minutes	Carren A. Aquino <i>RHU I Medical Technologist II (RHU I)</i> Jhennel Ryan A. Custodio <i>Medical Technologist I (RHU I)</i>
5. Proceed to consultation area	5.1 Endorse patient for consultation	None	3 Minutes	Carren A. Aquino <i>Medical Technologist II (RHU I)</i> Jhennel Ryan A. Custodio <i>Medical Technologist I (RHU I)</i>
	Total:	Refer to the table below	3 Hours, 47 Minutes	

Note 1. No charge for PhilHealth YAKAP enrolled to RHU-I facility.

Note 2. For Blood Chemistry (FBS, Lipid Profile) (8-10 hours of fasting preparation needed.)

- Samples are tested in batch and will be all tested at 10:00 am

Note 3. Hematology-CBC, Blood Typing- no special preparation needed



Note 4: Serology- (HEPA B, Syphilis, HIV) no special preparation needed

Note 5: Clinical Microscopy

- Urinalysis (Midstream collection)
- Fecalysis- should be submitted & examined within 1 hour after specimen collection.

Note 6: Test depends on the availability of the reagents.

Available Test in the Facility and Pricelist

Laboratory Test:	Amount
1. Hematology	PHP 150.00
2. Blood Typing	PHP 200.00
3. Serology	
• Hepa B Screening Test (HbsAg Test)	PHP 250.00
• Syphilis Test	PHP 250.00
• Hepatitis A Virus Serology Rapid Test	PHP 250.00
• HIV Rapid Test- No charge for PLHIV/PTB/PREGNANT	
4. Urinalysis	PHP 90.00
5. Fecalysis	PHP 85.00
6. Clinical Chemistry	
• Lipid Profile	PHP 600.00
• Cholesterol	PHP 150.00
• Triglycerides	PHP 150.00
• Uric Acid	PHP 150.00
• Blood Urea Nitrogen	PHP 150.00
• Creatinine	PHP 150.00
• Fasting Blood Sugar/Random Blood Sugar	PHP 150.00
• Electrolyte	PHP 600.00
• SGPT/AST	PHP 150.00
• SGPT/ALT	PHP 150.00
• Hemoglobin AC (HbA1C)	PHP 1000.00
7. Pregnancy Test	PHP 100.00
8. Dengue Duo	PHP 1000.00
9. Dengue NS1 Antigen	(No charge. Logistics from DOH)
10. Acid Fast Bacilli Smear	PHP 100.00 (No charge for DOTS patients)
11. Gram Stain	PHP 150.00
12. Oral Glucose Tolerance Test	PHP 700.00
13. Fecal Occult Blood Test	PHP 150.00
14. Covid-19 Rapid Antigen Test	• No charge for close contact/suspect/symptomatic • PHP 900.00 for Work/travel purposes
15. KOH Smear	• PHP 200.00



10. Maternal Delivery and Newborn Care

Maternal delivery and newborn care services provided by accredited healthcare facilities, Rural health Units (RHUs) I and II, aim to ensure the well-being of both mothers and their newborns during and after childbirth.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All low-risk pregnant mothers can avail of the services as long as they are qualified and meet the criteria set by DOH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Booklet Ni Nanay		RHUs		
2. Ultrasound result (Latest reading)		Sonologist		
3. Laboratory results updated (CBC, Blood Typing, HBsAg, Syphilis, Urinalysis)		RHUs		
4. Birth Certificate Interview Form		RHUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to admitting area and submit all the requirements	1.1 Receive the requirements and assess the client's condition based on information and vital signs taken ***If high-risk pregnant refer to hospital	None	10 Minutes	Teresita C. Mangandi <i>RHM III (RHU I)</i> Imelda Fernandez <i>RHM III (RHU I)</i> Rebecca Paca <i>RHM II (RHU I)</i>
2. Proceed to the Labor room	2.1 Admit low-risk pregnancy. Vital signs, conduct examination	None	10 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i> Teresita Mangandi <i>RHM III (RHU I)</i>
	2.2 Monitor the client's vital signs and progress of labor using the partograph	None	4 Hours	Teresita C. Mangandi <i>RHM III (RHU I)</i> Imelda Fernandez <i>RHM III (RHU I)</i>



	2.3 Transfer the patient to the delivery room	None	5 minutes	Teresita C. Mangandi RHM III (RHU I)
	2.4 Conduct Maternal Delivery	None	3 hours (for 10cm or fully dilated cervix)	Dr. Paz F. Vallo <i>Municipal Health Officer</i> (RHU I) Teresita C. Mangandi RHM III (RHU I)
	2.5 Conduct observation and provide post-partum care for the parturient and essential newborn care for the baby	None	2 hours	Teresita C. Mangandi RHM III (RHU I) Imelda Fernandez RHM III (RHU I)
	2.6 Transfer the client to the recovery room with baby and monitor vital signs	None	1 day	Teresita C. Mangandi RHM III (RHU I)
3. Proceed to LCRO and submit the birth certificate interview form	3.1 Require clients or relatives to accomplish birth certificate interview form and advise to submit to LCR	None	1 Minute	Teresita C. Mangandi RHM III (RHU I) Rebecca Paca RHM II (RHU I)
	3.2 Conduct NBS and advise for newborn hearing screening	None	10 Minutes	Catherine D. Casingal RHM II (RHU I) Margie M. Salvador RHM II (RHU I)
	3.3 Conduct health teaching	None	5 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer</i> (RHU I)



	3.4 Discharge the client as per doctor's order	None	2 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
	Total:	None	1 Day, 9 Hours, 43 Minutes	



11. General Consultation (For Emergency Cases)

Out-Patient Medical Consultation is conducted daily Monday to Friday, 8:00 AM– 5:00 PM. The Rural Health Unit caters to both pediatric and adult patients, as well as pregnant women.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued identification card 2. Community Service Card (CSC)		National Agency LGU - LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present patient for initial assessment	1.1 Conduct a rapid assessment	None	20 Minutes	Dr. Paz F. Vallo Municipal Health Officer (RHU I)
	1.2 Apply first aid (if time permits) while calling for an ambulance	None		
	1.3 Refer the patient immediately to the nearest hospital	None		
	Total:	None	20 Minutes	



12. General Consultation (For Non- Emergency Cases)

Out-Patient Medical Consultation is conducted daily Monday to Friday, 8:00 AM– 5:00 PM. The Rural Health Unit caters to both pediatric and adult patients, as well as pregnant women

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Result (if available) (1 original copy)		RHU		
2. Booklet Ni Nanay (if pregnant) (1 original copy)		Barangay Health Station		
3. Valid government issued ID, PHIC card, Community Service Card		National Agency, LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present patient for initial assessment	1.1 Receive requirements and conduct initial assessment and issue queuing number	None	2 Minutes	Jessie S. Herrera <i>Nurse I (RHU I)</i> Jonathan A. Florentino <i>Nurse I (RHU I)</i> Karen R. Blosan <i>Nurse I (RHU I)</i>
	1.2 Call the patient as per queuing priority. Interview and fill-out the ITR/ encode in the EMR	None	10 Minutes	Jessie S. Herrera <i>Nurse I (RHU I)</i> Jonathan A. Florentino <i>Nurse I (RHU I)</i> Karen R. Blosan <i>Nurse I (RHU I)</i>
2. Proceed to Consultation Area	2.1 Review the clinical history and conduct physical examination	None	20 minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>



	2.2 Endorse patients to laboratory (if necessary)	Refer to table below for Laboratory Fees	5 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
	2.3 Prescribe appropriate medicines and refer to the pharmacy	None	5 Minutes	Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
3. Proceed to pharmacy	3.1 Prepare and dispense the prescribed medicines	None	15 minutes	Maridel Josephine P. Macaranas <i>Pharmacist II (RHU I)</i>
	3.2 Give final instructions and health teachings to the patient	None	5 minutes	
	Total:	Refer to the table below for Laboratory Fees	1 Hour, 2 Minutes	

Available Test in the Facility and Pricelist	
Laboratory Test:	Amount
1. Hematology	PHP 150.00
2. Blood Typing	PHP 200.00
3. Serology	
• Hepa B Screening Test (HbsAg Test)	PHP 250.00
• Syphilis Test	PHP 250.00
• Hepatitis A Virus Serology Rapid Test	PHP 250.00
• HIV Rapid Test- No charge for PLHIV/PTB/PREGNANT	
4. Urinalysis	PHP 90.00
5. Fecalalysis	PHP 85.00
6. Clinical Chemistry	
• Lipid Profile	PHP 600.00
• Cholesterol	PHP 150.00



• Triglycerides • Uric Acid • Blood Urea Nitrogen • Creatinine • Fasting Blood Sugar/Random Blood Sugar • Electrolyte • SGPT/AST • SGPT/ALT • Hemoglobin AC (HbA1C)	PHP 150.00 PHP 150.00 PHP 150.00 PHP 150.00 PHP 150.00 PHP 600.00 PHP 150.00 PHP 150.00 PHP 1000.00
7. Pregnancy Test	PHP 100.00
8. Dengue Duo	PHP 1000.00
9. Dengue NS1 Antigen- (No charge. Logistics from DOH)	
10. Vaginal Gram Stain (Nugent Scoring Method in 010)	
11. Acid Fast Bacilli Smear	PHP 100.00 (No charge for DOTS patients)
12. Gram Stain	PHP 150.00
13. Oral Glucose Tolerance Test	PHP 700.00
14. Fecal Occult Blood Test	PHP 150.00
15. Covid-19 Rapid Antigen Test • No charge for close contact/suspect/symptomatic • PHP 900.00 for Work/travel purposes	
16. KOH Smear	PHP 200.00
17. HbA1C	PHP 1000.00
18. Oral Glucose Tolerance Test	



13. Issuance of Health Certificate

Rural Health Unit Issuance of Sanitary Permits and Health Certificate is a requirement in the issuance of business permits and serves as a certification or proof that an individual, particularly those involved in the food industry or food-related businesses, complies with hygiene standards. The observation of good environmental sanitation and illness-free business employees prevent the occurrence of sanitation-related illness and disease outbreak.

Office or Division:	Municipal Health Office (Rural Health Unit I)				
Classification:	Simple				
Type of Transaction:	G2B – Government to Business				
Who may avail:	All business establishments within Bayambang				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Food Handlers					
1. Urinalysis (1 original copy)			RHUs		
2. Fecalalysis (1 original copy)			RHUs		
3. Chest X-ray (1 original copy)			Hospitals		
Industrial/Non-Food Workers					
1. Chest X-Ray (1 original copy)			Hospitals		
2. Complete Blood Count (1 original copy)			RHUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit requirements all	1.1 Receive all requirements and issue queuing number	None	5 Minutes	Jonathan A. Florentino Nurse I (RHU I)	
	1.2 Interview and fill-out the ITR/encode in the EMR	None	5 Minutes	Nerissa B. Zafra RSI IV (RHU I) Marita B. Samson RSI I (RHU I)	
	1.3 Take the vital signs	None	5 Minutes	Jonathan A. Florentino Nurse I (RHU I) Jessie S. Herrera Nurse II	



				(RHU I)
	1.4 Advise client to pay; issue charge slip	None	1 Minute	Nerissa B. Zafra RSI IV (RHU I) Marita B. Samson RSI I (RHU I)
2. Pay the required fees	2.1 Process payment and issue official receipt	Refer to the table below	2 minutes	Revenue Clerk MTO
3. Proceed to Consultation Area	3.1 Conduct physical exam, analyze diagnostic results then sign Health Certificate	None	20 minutes	Dr. Paz F. Vallo Municipal Health Officer (RHU I)
4. Receive the health certificate and sign in the receiving logbook	4.1 Issue signed Health Certificate	None	2 Minutes	Nerissa B. Zafra RSI IV (RHU I) Marita B. Samson RSI I (RHU I)
	Total:	Refer to the table below	40 Minutes	

Type of Service	Amount
Sanitary Permit	150.00
Complete Blood Count	150.00
Urinalysis	90.00
Fecal analysis	85.00
Chest X-ray Result	Done outside



14. Issuance of Sanitary Permit

The primary purpose of a Sanitary Permit is to ensure that establishments, facilities, or individuals adhere to health and sanitation standards. This compliance helps maintain a safe and healthy environment for the community and protects public health by reducing the risk of outbreaks, contamination, and health hazards caused by unsanitary conditions or practices.

Office or Division:	Municipal Health Office (Rural Health Unit I)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business				
Who may avail:	All business establishments within Bayambang				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Filled out business permit application form (1 original copy)			MTO		
2. Barangay Business Clearance (1 original copy)			Barangay Hall		
3. Health Certificate (1 original copy)			MHO/RHU II		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit requirements	all	None	8 minutes	Nerissa B. Zafra RSI IV (RHU I)	
	1.1 Receive and review all requirements			Marita B. Samson RSI I (RHU I)	
	1.2 Schedule ocular inspection	None	1 minute	Nerissa B. Zafra RSI IV (RHU I)	
2. Wait for feedback		None	1 day	Marita B. Samson RSI I (RHU I)	
	2.1 Conduct ocular inspection			Nerissa B. Zafra RSI IV (RHU I)	
	2.2 Process Sanitary Permit (if compliant)	None	5 minutes	Marita B. Samson RSI I (RHU I)	



	Otherwise, give recommendations			Dr. Paz F. Vallo <i>Municipal Health Officer (RHU I)</i>
3. Proceed to the BOSS for payment	3.1 Process payment and issue official receipt	P150.00	15 Minutes	Revenue Clerk MTO <i>(RHU I)</i>
4. Receive the Sanitary Permit and sign in the receiving logbook	4.1 Prepare and issue Sanitary Permit	None	2 Minutes	Nerissa B. Zafra <i>RSI IV (RHU I)</i> Marita B. Samson <i>RSI I (RHU I)</i>
	Total:	P150.00	1 Day, 25 Minutes	



15. Dental Services

Municipal Health Dental Care Services covers the diagnosis, treatment, prevention, and maintenance of oral health and hygiene.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid government issued ID or community service card or National ID		National Agency, LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1 Receive requirement and issue queuing number	None	5 minutes	Aileene B. Mendoza <i>Laboratory Technician I (RHU I)</i>
	1.2 Fill out ITR and advise patients to proceed to the dental waiting area at 2 nd floor	None		Aileene B. Mendoza <i>Laboratory Technician I (RHU I)</i>
2. Wait for the queuing number to be called	2.1 Conduct assessment of dental medical history	None	5 Minutes	Aileene B. Mendoza <i>Laboratory Technician I (RHU I)</i>
	2.2 Encode patient's information to EMR	None		Aileene B. Mendoza <i>Laboratory Technician I (RHU I)</i>
3. Proceed to Dental Treatment Room	3.1 Conduct consultation and assessment of case then encode diagnosis and treatment plan/management	None	30 minutes (depending on patients' case)	Dr. Dave Francis D. Junio <i>Dentist II (RHU I)</i>
	3.2 Perform necessary dental procedure/treatment offered by RHU and	None		Dr. Dave Francis D. Junio <i>Dentist II (RHU I)</i>



	prescription of necessary medicine			
	3.3 Advise patients to pay; issue charge slip	None		Dr. Dave Francis D. <i>Junio Dentist II (RHU I)</i>
4. Pay required fees and present the official receipt	4.1 Process payment and issue official receipt	Refer to the table below	30 Minutes	<i>Revenue Clerk MTO</i>
5. Receive prescription	5.1 Prescribe appropriate medicines and refer to the pharmacy	None	1 minute	Dr. Dave Francis D. <i>Junio Dentist II (RHU I)</i>
6. Receive medicines and sign the daily dispensing sheet	6.1 Prepare prescribed medicines, release and give instructions	None	4 minutes	Maridel Josephine Macaranas <i>Pharmacist II (RHU I)</i>
	Total:	Refer to the table below	1 Hour 14 Minutes	

RHU Dental Services	Amount
Tooth Extraction per tooth	150.00
Permanent Filling per tooth	250.00
Fluoridization	100.00
Prophylaxis/Cleaning	250.00



16. Pharmaceutical Supply Chain Management

The purpose of this service is to dispense free medicines (if available in pharmacy inventory of medicines) needed by the patients in the treatment of their diseases as prescribed by their Physicians.

Office or Division:	Municipal Health Office (Rural Health Unit I)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription (1 original copy)		RHU I or II		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1 Receive the requirement and prepare the prescribed medicines	None	8 Minutes	Maridel Josephine P. Macaranas <i>Pharmacist I (RHU I)</i>
2. Receive the prescribed medicine and sign in the dispensing logbook	2.1 Perform medication therapy counselling and dispense the prescribed medicines	None	7 Minutes	Maridel Josephine P. Macaranas <i>Pharmacist II (RHU I)</i>
	Total:	None	15 Minutes	



RURAL HEALTH UNIT II



1. Tuberculosis Treatment Center

Rural Health Unit II Tuberculosis Treatment Center ensures that TB diagnostic, treatment, and information services are available and accessible to the community to reduce the morbidity and mortality from TB.

All MTB-detected clients will be consulted on Tuesdays and Thursdays.

All MTB negative but with TB results on chest x-ray will be consulted on Wednesdays and Fridays.

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-ray result (1 original copy)		Hospitals		
2. PhilHealth card of Member Data Record (MDR) (1 original copy)		Philippine Health Insurance Corporation		
3. Gene-Xpert Result (1 original copy)		RHUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Issue queuing number and receive the complete requirements	None	1 Minute	Josephine M. Aquino <i>Nurse (RHU II)</i>
2. Wait for the queuing number to be called	2.1 Call the client and take the vital signs and fill out the Individual Treatment Record to be encoded in the electronic medical record (EMR)	None	6 Minutes	Josephine M. Aquino <i>Nurse (RHU II)</i>
3. Proceed to the Consultation Area (TBDOTS Clinic)	3.1 Conduct history of present illness, signs and symptoms, physical examination, and correlate with Gene-Xpert Result	None	15 Minutes	Dr. Adrienne A. Estrada <i>Rural Health Physician (RHU II)</i>



	*** If Gene-Xpert Result is not yet done, issue request.			
4. Carefully listen to and understand health teachings.	4.1 Start TB treatment of client in accordance with TB manual of procedures (MOP) and Conduct health teachings for the correct time and number of tablets to take, and religiously stick to scheduled follow-up check-ups, tests, and household contact tracing.	None	1 Hour, 30 Minutes	Josephine M. Aquino Nurse (RHU II) Dr. Adrienne Estrada A. Rural Health Physician (RHU II)
	Total:	None	1 Hour, 51 Minutes	



2. HIV Testing (Screening)

HIV testing in the Municipal Health Office (Rural Health Unit I) With NO Laboratory Fee typically covers a range of services related to HIV detection, prevention, and education.

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request (1 original copy)		Public or private physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the admission area	1.1 Receive client and endorse HIV counselor	None	5 Minutes	Josephine Aquino <i>Nurse (RHU II)</i>
2. Proceed to the counseling room	2.1 Conduct pre-HIV test counseling and get the client's consent and fill out the HIV counseling form	None	20 Minutes	Dr. Adrienne Estrada A. <i>Rural Health Physician (RHU II)</i> Josephine Aquino <i>Nurse (RHU II)</i>
3. Proceed to the Laboratory and present filled-out form	3.1 Confirm the identity of the client and extract the blood specimen and perform the test	None	40 Minutes	Susana T. Sison <i>Medical Technologist II (RHU II)</i>
4. Wait for the Laboratory result	4.1 Print the official result and present the result to the HIV counselor	None	5 Minutes	Susana T. Sison <i>Medical Technologist II (RHU II)</i>
5. Proceed to the counseling room	5.1 Conduct post-HIV test counseling based on result to clients	None	10 Minutes	Dr. Adrienne Estrada A. <i>Rural Health Physician (RHU II)</i> Josephine Aquino <i>Nurse (RHU II)</i>
	Total:	None	1 Hour, 20 Minutes	



3. Issuance of Burial/Transfer Permit and Signing of Death Certificate

The role of Rural Health Unit II in handling these permits and certificates is to ensure that the necessary documentation and processes are carried out accurately; in accordance with PD 856. Often collaborates with local authorities, funeral homes, medical professionals, and families to facilitate these administrative aspects in handling remains/cremains of a person.

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Deceased's relatives or family members requesting for death certificate.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate if death occurred at home (1 original copy)		Barangay Hall		
2. Death Certificate, if death occurred in the Hospital (4 original copies)		Hospital		
3. Death Interview Form (1 original copy)		Municipal LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Check completeness of requirements, interview and fill out Cause of Death Slip (for Burial/Transfer Permit Number, proceed to RHU I)	None	7 Minutes	Kathleen Dawn R. Barcelona <i>Nurse II (RHU II)</i>
2. Proceed to RHU I	2.1 Issue order of payment	None	-	Nerissa B. Zafra <i>RSI IV (RHU I)</i>
3. Received order of payment and pay	3.1 Process payment and issue official receipt	P150.00	-	<i>Revenue Clerk MTO</i>
4. Proceed to LCRO	4.1 LCR staff will conduct interview and check the completeness of requirements	None	50 Minutes	<i>LCRO</i>
5. Present Official Receipt and Death Certificate	5.1 Sign and review Official Death Certificate	None	5 Minutes	Dr. Adrienne A. Estrada <i>Rural Health Physician (RHU II)</i>



6. Receive signed Death Certificate	6.1 Issue signed Official Death Certificate with Burial Permit/Transfer Permit to client after signing the receiving logbook	None	3 Minutes	Kathleen Dawn R. Barcelona <i>Nurse II (RHU II)</i>
	Total:	P150.00	1 Hour 35 Minutes	



4. Issuance of Medical Certificate

Rural Health Unit II Issuance of Medical Certificate aims to certify medical conditions of an individual as to fitness or non-fitness to engage in work or other activities.

Office or Division:	Rural Health Units II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-Ray result (1 original copy)		Hospitals/Diagnostic Centers		
2. Complete Blood Count (1 original copy)		RHUs/ Hospitals/Diagnostic Centers		
3. Urinalysis (1 original copy)		RHUs /Hospitals/Diagnostic Centers		
4. Fecalalysis (1 original copy)		RHUs /Hospitals/Diagnostic Centers		
5. Neuro-Psychiatric Examination (1 original copy) (optional)		Accredited Psychological Institute		
6. Drug Test (1 original copy) (optional)		Accredited Clinics		
7. Individual Treatment Record (ITR) Form (1 original copy) (optional)		RHUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1 Issue queuing number and check the requirements	None	3 Minutes	<i>Cris Ever Cloyd De Vera Nurse II (RHU II)</i>
	1.2 Fill out the Individual treatment record (ITR)/ Electronic Medical Record (EMR)	None	5 Minutes	
2. Proceed to Consultation Area	2.1 Conduct medical consultation and evaluate laboratory results ***If no laboratory result, issue request	None	5 Minutes	<i>Dr. Adrienne A. Estrada Rural Health Physician (RHU II)</i>
3. Proceed to digital registration area	3.1 Encode to EMR and Endorse documents to consultation room	None	5 Minutes	<i>Lorita Menor Dental Aide I (RHU II)</i>



4. Proceed to Business One-Stop-Shop payment	4.1 Process payment and issue official receipt	P80.00	30 Minutes	Revenue Clerk (MTO)
5. Present official Receipt and receive Medical Certificate	5.1 Release Signed Medical Certificate and instruct client to sign in Medical Certificate Receiving Logbook	None	5 Minutes	Dr. Adrienne A. Estrada Rural Health Physician (RHU II)
	Total:	P80.00	53 Minutes	



5. Clinical Laboratory

Rural Health Unit II Laboratory aims to offer essential healthcare services at little to no cost to ensure that underserved populations have access to basic laboratory services.

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request (1 original copy)		Hospitals/Diagnostic Clinics/ RHUs		
2. Individual Treatment Record (ITR) Form		RHUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive the requirements and check the laboratory request in the EMR	None	5 Minutes	Susana T. Sison <i>Medical Technologist II (RHU II)</i>
	1.2 Issue order of payment	None		Susana T. Sison <i>Medical Technologist II (RHU II)</i>
2. Pay the required fees	2.1 Process payment and issue OR - No charge for NHTS/Indigent/ E-Konsulta/ YAKAP enrolled to facility. 20 % discount for Senior Citizen/PWD - Issue order of payment for private sector/no PhilHealth	Refer to the table below for Laboratory Fees	30 Minutes	Lalyn Caragan <i>Designated RCC/ Admin. Asst. I (RHU II)</i>
3. Submit the needed specimen to the laboratory	3.1 Receive specimen and extract blood (if needed)	None	2 Minutes	Susana T. Sison <i>RHU I Medical Technologist II (RHU II)</i>



	3.2 Conduct laboratory procedure and encode laboratory results in the EMR and logbook	None	3 Hours run around time (1 pm for releasing of result)	Susana T. Sison <i>RHU I Medical Technologist II (RHU II)</i>
4. Present OR and sign in the receiving logbook	4.1 Release result	None	3 Minutes	Susana T. Sison <i>RHU I Medical Technologist II (RHU II)</i>
5. Proceed to consultation area	5.1 Endorse client for consultation	None	3 Minutes	Susana T. Sison <i>RHU I Medical Technologist II (RHU II)</i>
	Total:	Refer to the table below	3 Hours, 47 Minutes	

Note 1. No charge for NHTS/Indigent/E-Konsulta enrolled to facility.

Note 2. For Blood Chemistry (FBS, Lipid Profile) (8-10 hours of fasting preparation needed.)

- samples are tested in batch and will be tested at 10:00am

Note 3. Hematology-CBC, Blood Typing- no special preparation

Note 4: Serology- (HEPA B, Syphilis, HIV) no special preparation.

Note 5: Clinical Microscopy

- Urinalysis (Midstream collection)
- Fecalysis- should be submitted & examined within 1 hour after specimen collection.

Note 6: Test depends on the availability of the reagents.

Available Test in the Facility and Pricelist

Laboratory Test:	Amount
1. Hematology	PHP 150.00
2. Blood Typing	PHP 200.00
3. Serology	
● Hepa B Screening Test (HbsAg Test)	PHP 250.00
● Syphilis Test	PHP 250.00
● Hepatitis A Virus Serology Rapid Test	PHP 250.00
● HIV Rapid Test- No charge for PLHIV/PTB/PREGNANT	
4. Urinalysis	PHP 90.00
5. Fecalysis	PHP 85.00
6. Clinical Chemistry	
● Lipid Profile	PHP 600.00
● Cholesterol	PHP 150.00
● Triglycerides	PHP 150.00



• Uric Acid • Blood Urea Nitrogen • Creatinine • Fasting Blood Sugar/Random Blood Sugar • Electrolyte • SGPT/AST • SGPT/ALT • Hemoglobin AC (HbA1C)	PHP 150.00 PHP 150.00 PHP 150.00 PHP 150.00 PHP 600.00 PHP 150.00 PHP 150.00 PHP 1000.00
7. Pregnancy Test	PHP 100.00
8. Dengue Duo	PHP 1000.00
9. Dengue NS1 Antigen	(No charge. Logistics from DOH)
10. Acid Fast Bacilli Smear	PHP 100.00 (No charge for DOTS patients)
11. Gram Stain	PHP 150.00
12. Oral Glucose Tolerance Test	PHP 700.00
13. Fecal Occult Blood Test	PHP 150.00
14. Covid-19 Rapid Antigen Test	• No charge for close contact/suspect/symptomatic • PHP 900.00 for Work/travel purposes
15. KOH Smear	• PHP 200.00



6. Maternal Delivery and Newborn Care

Maternal delivery and newborn care services provided by healthcare facilities, Rural health Unit II, aim to ensure the well-being of both mothers and their newborns during and after childbirth.

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All low-risk pregnant patients can avail our services as long as they are qualified and meet the criteria set by DOH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Booklet Ni Nanay		RHUs		
2. Ultrasound result (Latest reading)		Sonologist		
3. Laboratory results updated (CBC, Blood Typing, HBsAg, Syphilis, Urinalysis)		RHUs		
4. Birth Certificate Interview Form		RHUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to admitting area and submit all the requirements	1.1 Receive the requirements and assess the client's condition based on information and vital signs taken ***If high-risk pregnant refer to hospital	None	10 Minutes	Geraldine Asuncion <i>RHM II (RHU II)</i>
2. Proceed to the Labor room	2.1 Admit low-risk pregnancy. Conduct examination	None	10 Minutes	Dr. Adrienne A. Estrada <i>Rural Health Physician (RHU II)</i>
	2.2 Monitor the client's vital signs and progress of labor using the partograph	None	4 Hours	Geraldine Asuncion <i>RHM II (RHU II)</i>
	2.3 Transfer the patient to the delivery room	None	5 minutes	Sheryl Lagmay <i>RHM II (RHU II)</i>
	2.4 Conduct Maternal Delivery	None	3 hours (for 10cm or fully dilated cervix)	Dr. Adrienne A. Estrada <i>Rural Health Physician (RHU II)</i>



				Geraldine Asuncion <i>RHM II</i> (RHU II)
	2.5 Conduct observation and provide post-partum care for maternal and essential newborn care for the baby	None	2 hours	Sheryl Lagmay <i>RHM II</i> (RHU II) Cris Ever Cloyd De Vera <i>Nurse II</i> (RHU II)
	2.6 Transfer the client to the recovery room with baby and monitor vital signs	None	1 day	Sheryl Lagmay <i>RHM II</i> (RHU II) Cris Ever Cloyd De Vera <i>Nurse II</i> (RHU II)
3. Proceed to LCRO and submit the birth certificate interview form	3.1 Require client or relative to accomplish birth certificate interview form and advise to submit to LCRO	None	1 Minute	Geraldine Asuncion <i>RHM II</i> (RHU II)
	3.2 Conduct NBS and advise for newborn hearing screening	None	10 Minutes	Stephanie Ballesteros <i>Nurse II</i> (RHU II) Ana Antonia Perez <i>Nurse</i> (RHU II) Ma. Clarice Allado <i>RHM</i> (RHU II)
	3.3 Conduct health teaching	None	5 Minutes	Dr. Adrienne A. Estrada <i>Rural Health Physician</i> (RHU II)
	3.4 Discharge the client as per doctor's order	None	2 Minutes	Dr. Adrienne A. Estrada <i>Rural Health Physician</i> (RHU II)
	Total:	None	1 Day, 9 Hours, 43 Minutes	



7. General Consultation (For Emergency Cases)

Out-Patient Medical Consultation is conducted daily Monday to Friday, 8:00 AM– 5:00 PM. The Rural Health Unit II caters to both pediatric and adult patients, as well as pregnant women.

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present patient for initial assessment	1.1 Conduct a rapid assessment	None	20 Minutes	Cris Ever Cloyd G. De Vera Nurse II (RHU II)
	1.2 Apply first aid (if time permits) while calling for an ambulance	None		
	1.3 Refer the patient immediately to the nearest hospital	None		
	Total:	None	20 Minutes	



8. General Consultation (For Non- Emergency Cases)

Out-Patient Medical Consultation is conducted daily Monday to Friday, 8:00 AM– 5:00 PM. The Rural Health Unit II caters to both pediatric and adult patients, as well as pregnant women

Office or Division:	Rural Health Units II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Result (if available) (1 original copy)		RHU		
2. Booklet Ni Nanay (if pregnant) (1 original copy)		Barangay Health Station		
3. PHIC identification or PHIC member data record		Local Health Insurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present patient for initial assessment	1.1 Receive requirements and conduct initial assessment and issue queuing number	None	2 Minutes	Madonna Junio Nurse II (RHU II)
	1.2 Call the patient as per queuing priority. Interview and fill-out the ITR/ encode in the EMR	None	10 Minutes	Madonna Junio Nurse II (RHU II)
2. Proceed to Consultation Area	2.1 Review the clinical history and conduct physical examination	None	20 minutes	Dr. Adrienne A. Estrada Rural Health Physician (RHU II)
	2.2 Endorse patient to laboratory (if necessary)	Refer to table below for Laboratory Fees	5 Minutes	Dr. Adrienne A. Estrada Rural Health Physician (RHU II)
	2.3 Prescribe appropriate medicines and refer to the pharmacy	None	5 Minutes	Dr. Adrienne A. Estrada Rural Health Physician (RHU II)



3. Proceed to pharmacy	3.1 Prepare and dispense the prescribed medicines	None	15 minutes	Aira Patricia S. Español Pharmacist II (RHU II)
	3.2 Give final instructions and health teachings to the patient	None	5 minutes	
	Total:	Refer to the table below for Laboratory Fees	1 Hour, 2 Minutes	

Available Test in the Facility and Pricelist	
Laboratory Test:	Amount
1. Hematology	PHP 150.00
2. Blood Typing	PHP 200.00
3. Serology	
• Hepa B Screening Test (HbsAg Test)	PHP 250.00
• Syphilis Test	PHP 250.00
• Hepatitis A Virus Serology Rapid Test	PHP 250.00
• HIV Rapid Test- No charge for PLHIV/PTB/PREGNANT	
4. Urinalysis	PHP 90.00
5. Fecalalysis	PHP 85.00
6. Clinical Chemistry	
• Lipid Profile	PHP 600.00
• Cholesterol	PHP 150.00
• Triglycerides	PHP 150.00
• Uric Acid	PHP 150.00
• Blood Urea Nitrogen	PHP 150.00
• Creatinine	PHP 150.00
• Fasting Blood Sugar/Random Blood Sugar	PHP 600.00
• Electrolyte	PHP 150.00
• SGPT/AST	PHP 150.00
• SGPT/ALT	PHP 150.00
• Hemoglobin AC (HbA1C)	PHP 1000.00
7. Pregnancy Test	PHP 100.00
8. Dengue Duo	PHP 1000.00
9. Dengue NS1 Antigen- (No charge. Logistics from DOH)	
10. Vaginal Gram Stain (Nugent Scoring Method in 010)	



11. Acid Fast Bacilli Smear	PHP 100.00 (No charge for DOTS patients)
12. Gram Stain	PHP 150.00
13. Oral Glucose Tolerance Test	PHP 700.00
14. Fecal Occult Blood Test	PHP 150.00
15. Covid-19 Rapid Antigen Test • No charge for close contact/suspect/symptomatic • PHP 900.00 for Work/travel purposes	
16. KOH Smear	PHP 200.00



9. Issuance of Health Card

Rural Health Unit II Issuance of Sanitary Permits and Health Cards are a requirement in the issuance of business permits and serves as a certification or proof that an individual, particularly those involved in the food industry or food-related businesses, complies with hygiene standards. The observation of good environmental sanitation and illness-free business employees prevent the occurrence of sanitation-related illness and disease outbreak.

Office or Division:	Rural Health Unit II				
Classification:	Simple				
Type of Transaction:	G2B – Government to Business				
Who may avail:	All business establishments within Bayambang				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Food Handlers					
1. Urinalysis (1 original copy)			RHU II		
2. Fecalysis (1 original copy)			RHU II		
3. Chest X-ray (1 original copy)			Hospitals		
Industrial/Non-Food Workers					
1. Chest X-Ray (1 original copy)			Hospitals		
2. Complete Blood Count (1 original copy)			RHU II		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements	1.1 Receive all requirements and issue queuing number	None	5 Minutes	Christian David V. Aquino <i>Designated RSI (RHU II)</i>	
	1.2 Interview and fill-out the ITR/encode in the EMR	None	5 Minutes	Christian David V. Aquino <i>Designated RSI (RHU II)</i>	
	1.3 Take the vital signs	None	5 Minutes	Christian David V. Aquino <i>Designated RSI (RHU II)</i>	
	1.4 Advise client to pay	None	1 minute	Christian David V. Aquino <i>Designated RSI (RHU II)</i>	
2. Pay the required fees	2.1 Process payment and issue official receipt	Refer to the table below	2 minutes	Lalyn Caragan <i>Designated RCC/ Admin. Asst. I (RHU II)</i>	



3. Proceed to Consultation Area	3.1 Conduct physical exam and analyze laboratory results, sign Health Card	None	20 minutes	Dr. Adrienne A. Estrada <i>Rural Health Physician (RHU II)</i>
4. Receive the health card and sign in the receiving logbook	4.1 Issue signed Health Card	None	2 Minutes	Christian David V. Aquino <i>Designated RSI (RHU II)</i>
	Total:	Refer to the table below	37 Minutes	

Type of Service	Amount
Sanitary Permit	150.00
Complete Blood Count	150.00
Urinalysis	90.00
Fecal analysis	85.00
Chest X-ray Result	Done outside



10. Dental Services

Rural Health Unit II Dental Care Services covers the diagnosis, treatment, prevention, and maintenance of oral health and hygiene.

Office or Division:	Rural Health Unit II			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PHIC identification or PHIC member data record		Local Health Insurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1 Receive requirement and issue queuing number	None	5 minutes	Jemilyn L. Bautista <i>Nurse I (RHU II)</i>
				Kathleen Dawn R. Barcelona <i>Nurse II (RHU II)</i>
	1.2 Fill-out ITR and advise patient to proceed to the dental waiting area at 2 nd floor	None		Jemilyn L. Bautista <i>Nurse I (RHU II)</i>
				Kathleen Dawn R. Barcelona <i>Nurse II (RHU II)</i>
2. Wait for the queuing number to be called	2.1 Conduct assessment of dental medical history	None	10 Minutes	Jemilyn L. Bautista <i>Nurse I (RHU II)</i>
				Kathleen Dawn R. Barcelona <i>Nurse II (RHU II)</i>
	2.2 Encode patient's information to EMR	None		Lorita Menor <i>Dental Aide I (RHU II)</i>
3. Proceed to Dental Treatment Room	3.1 Conduct consultation and assessment of case then encode	None	30 minutes	Dr. Alma A. Bandong <i>Dentist (RHU II)</i>



	diagnosis and treatment plan/management			
	3.2 Perform necessary dental procedure/treatment offered by RHU and prescription of necessary medicine	None		Dr. Alma A. Bandong <i>Dentist (RHU II)</i>
	3.3 Advise patient to pay	None	1 minute	Dr. Alma A. Bandong <i>Dentist (RHU II)</i>
4. Pay required fees and present the official receipt	4.1 Process payment and issue official receipt	Refer to the table below	10 Minutes	Lalyn Caragan <i>Designated RCC/ Admin. Asst. I (RHU II)</i>
	4.2 Release the prescribe medicines	None	1 minute	Aira Patricia S. Español <i>Pharmacist II (RHU II)</i>
	Total:	Refer to the table below	57 Minutes	

RHU Dental Services	Amount
Tooth Extraction per tooth	150.00
Permanent Filling per tooth	250.00
Fluoridization	100.00
Prophylaxis/Cleaning	250.00



11. Pharmaceutical Supply Chain Management

The purpose of this service is to dispense free medicines (if available in pharmacy's inventory of medicines) needed by the patients in the treatment of their diseases as prescribed by their Physicians.

Office or Division:		Rural Health Unit II		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription (1 original copy)		RHU I or II		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1 Receive the requirement and prepare the prescribed medicines	None	8 Minutes	Aira Patricia S. Español <i>Pharmacist II (RHU II)</i>
2. Receive the prescribed medicine and sign in the dispensing logbook	2.1 Perform medication therapy counselling and dispense the prescribed medicines	None	7 Minutes	Aira Patricia S. Español <i>Pharmacist II (RHU II)</i>
Total:		None	15 Minutes	



RURAL HEALTH UNIT III



1. Animal Bite Treatment Center (Ongoing Treatment or Follow-Up)

RHU III Animal Bite Treatment Center is conducted every **Tuesday** and **Friday**, 8:00 AM – 5:00 PM. Our primary goal is to provide immediate and appropriate medical care and treatment for individuals who have been bitten or scratched by animals that have already ongoing treatment or follow up by following these steps:

Office or Division:	Rural Health Unit III			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All patients with animal bite and scratch incidents with ongoing treatment .			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Anti-rabies prophylaxis card (for patients with ongoing treatment) (1 original copy)		RHU III or from other Animal Bite Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Ongoing Treatment: 1. Present anti-rabies prophylaxis card to the front desk and wait for the name to be called	1.1 Receive clients by gathering prophylaxis cards of ongoing treatment clients	None	1 Minute	Dr. Roland M. Agbaya <i>Rural Health Physician (RHU III)</i> Russel Valdez <i>RN/ Sanitary Inspector I (RHU III)</i>
	1.2 Vaccinate clients based on their presented Rabies Post-Exposure Prophylaxis Card schedule ***If no supply of vaccines and syringes, the client needs to purchase from the pharmacy	None	3 Minutes	
	2.1 Sign the prophylaxis card. Emphasize the next vaccination schedule before discharging the client.	None	1 Minute	
	Total:	None	5 Minutes	



2. Animal Bite Treatment Center (For New Category II Cases)

RHU III Animal Bite Treatment Center is conducted every **Tuesday** and **Friday**, 8:00 AM – 5:00 PM. Our primary goal is to provide immediate and appropriate medical care and treatment for new cases of Category II who are individuals who have obtained minor bites or scratches at the lower extremities of the body.

Office or Division:	Rural Health Unit III			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All new case patients with animal bite and scratch incidents for Category II			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original copy)		Private and Public Institutions		
2. Anti-rabies prophylaxis card (for patients with ongoing treatment or previously completed treatment) (1 original copy)		RHU III or from another Animal Bite Treatment Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Cases: 1. Present the requirements	2.1 Issue queuing number and receive the complete requirements	None	5 Minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i> Russel Valdez <i>RN/ Sanitary Inspector I (RHU III)</i>
	1.3 Conduct health promotion lecture	None	10 Minutes	
2. Wait for the queuing number to be called and receive the anti-rabies prophylaxis card	2.1 Assess and fill up the ABTC Individual Treatment Record, and administer the appropriate vaccine <i>*** If no supply of vaccines and syringes, the client needs to purchase them from the pharmacy</i>	None	10 Minutes	



	2.2 Issue signed prophylaxis card and emphasized next schedule	None	5 Minutes	
	Total:	None	30 Minutes	



3. Animal Bite Treatment Center (For New Category III Cases)

RHU III Animal Bite Treatment Center is conducted every **Tuesday** and **Friday**, 8:00 AM – 5:00 PM. Our primary goal is to provide immediate and appropriate medical care and treatment for a new case of Category III who are individuals that obtained single/multiple bites or scratches with continuous bleeding of wound/s, large wounds that requires suturing, and bites or scratches in their genital/face/neck areas.

Office or Division:	Rural Health Unit III			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All new case patients with animal bite and scratch incidents for Category III			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished the following:				
1. Valid ID (1 original copy)		Private and Public Institutions		
2. Anti-rabies prophylaxis card (for patients with ongoing treatment/previous treatment) (1 original copy)		RHU-III or from another Animal Bite Treatment Facility		
3. Pre-test ABTC Questionnaire Form (1 original copy)		RHU III		
4. Post-test ABTC Questionnaire Form (1 original copy)		RHU III		
5. PhilHealth Form (1 original copy)		RHU III		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Cases: 1. Submit requirements	1.1 Issue queuing number and receive the complete requirements	None	5 Minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i>
	1.2 Conduct IEC	None	10 Minutes	Russel Valdez <i>RN/ Sanitary Inspector I (RHU III)</i>
2. Wait for the queuing number to be called and receive the anti-rabies prophylaxis card	2.1 Assess, fill-out the Individual Treatment Record, and administer the appropriate vaccine *** If no supply of vaccines and syringes, the	None	10 Minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i> Russel Valdez <i>RN/ Sanitary Inspector I (RHU III)</i> Mary Onza <i>Admin Aide III</i>



	client needs to purchase them from the pharmacy.			(RHU III)
	2.2 Do a skin test for the ERIG vaccine	None	30 Minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i> Russel Valdez <i>RN/ Sanitary Inspector I (RHU III)</i>
	2.3 After a negative skin test, administer the ERIG vaccine and the anti-tetanus vaccine if necessary. ***If positive skin test; refer to Region 1 Medical Center (R1MC) for the treatment	None	5 Minutes	
	2.4 Advise client to stay for observation and instruct the client to fill out the PhilHealth form	None	1 Hour	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i> Russel Valdez <i>RN/ Sanitary Inspector I (RHU III)</i>
3. Submit the filled-out PhilHealth form and get the signed anti-rabies prophylaxis card	3.1 Issue signed prophylaxis card, emphasize next schedule	None	5 Minutes	Russel Valdez <i>RN/ Sanitary Inspector I (RHU III)</i>
	Total:	None	2 Hours, 5 minutes	



4. Tuberculosis Treatment Center

Rural Health Unit Tuberculosis Treatment Center ensures that TB diagnostic, treatment, and information services are available and accessible to the community to reduce the morbidity and mortality from TB.

All MTB-detected clients will be consulted on Tuesdays and Thursdays.

All MTB negative but with TB results on chest x-ray will be consulted on Wednesdays and Fridays.

Office or Division:	Rural Health Unit III			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals with signs and symptoms of tuberculosis (2 weeks or more cough, afternoon fever, weight loss)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-ray result (1 original copy) And or referral form		Hospitals		
2. PhilHealth card of/or Member Data Record (MDR) (1 original copy) or government issued identification card		Philippine Health Insurance Corporation		
3. Gene-Xpert Result (1 original copy)		RHUs, Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Issue queuing number and receive the complete requirements	None	1 Minute	Myla Catalan, Nurse (RHU III) Angel Grace Beralde Medical Technologist (RHU III)
2. Wait for the queuing number to be called	2.1 Call the client and take the vital signs and fill out the Individual Treatment Record to be encoded in the electronic medical record (EMR)	None	4 Minutes	Myla Catalan Nurse (RHU III) Angel Grace Beralde Medical Technologist (RHU III)
3. Proceed to the Consultation Area (TBDOTS Clinic)	3.1 Conduct history of present illness, signs and symptoms, physical examination, and	None	15 Minutes	Myla Catalan Nurse (RHU III) Angel Grace Beralde



	correlate with Gene-Xpert and chest x-ray results *** If Gene-Xpert Result is not yet done, issue request.			<i>Medical Technologist (RHU III)</i> Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i>
4. Carefully listen to and understand health teachings.	4.1 Start TB treatment of client in accordance with TB manual of procedures (MOP) and Conduct health teachings for the correct time and number of tablets to take, and religiously stick to scheduled follow-up check-ups, laboratory tests, and household contact tracing.	None	1 Hour	Myla Catalan Nurse (RHU III) Angel Grace Beralde <i>Medical Technologist (RHU III)</i>
	4.2 Inform patient of the provider-initiated counseling (pre and post) and testing (PICT)		40 Minutes	<i>Myla Catalan, Nurse (RHU III)</i>
	Total:	None	2 hours	



5. Issuance of Burial/Transfer of Cadaver Permit, and Signing of Death Certificate

The role of Rural Health Unit in handling these permits and certificates is to ensure that the necessary documentation and processes are carried out accurately; in accordance with PD 856. Often collaborates with local authorities, funeral homes, medical professionals, and families to facilitate these administrative aspects in handling remains/cremains of a person.

Office or Division:	Rural Health Unit III			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Deceased's family members or nearest kin requesting for death certificate.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate if death occurred at home (1 original copy)		Barangay Hall		
2. Death Certificate, if death occurred in the Hospital (4 original copies)		Hospital		
3. Death Interview Form (1 original copy)		Municipal LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	2.1 Check completeness of requirements, interview and fill out Cause of Death Slip and Burial/Transfer Permit Number	None	7 Minutes	Jennifer Tabuga Nurse II (RHU III)
2. Received order of payment	2.1 Issue order of payment	None	2 Minutes	Jennifer Tabuga Nurse II (RHU III)
3. Proceed to Business One-Stop-Shop (BOSS) for payment	3.1 Process payment and issue official receipt	P150.00	30 Minutes	Revenue Clerk (MTO)
4. Proceed to LCRO	4.1 LCR staff will conduct interview and check the completeness of requirements	None	50 Minutes	LCRO
5. Present Official Receipt and Death Certificate	5.1 Sign and review Official Death Certificate	None	5 Minutes	Dr. Roland M. Agbuya Rural Health Physician



				(RHU III)
6. Receive signed Death Certificate	6.1 Issue signed Official Death Certificate with Burial Permit/Transfer Permit to client after signing the receiving logbook	None	3 Minutes	Jennifer Tabuga Nurse II (RHU III)
	Total:	P150.00	1 Hour 37 Minutes	



6. Issuance of Medical Certificate

Rural Health Unit Issuance of Medical Certificate aims to certify medical conditions of an individual as to fitness or non-fitness to engage in work or other activities.

Office or Division:	Rural Health Unit III			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-Ray result (1 original copy)		Hospitals/Diagnostic Centers		
2. Complete Blood Count (1 original copy)		RHUs/ Hospitals/Diagnostic Centers		
3. Urinalysis (1 original copy)		RHUs /Hospitals/Diagnostic Centers		
4. Fecalysis (1 original copy)		RHUs /Hospitals/Diagnostic Centers		
5. Neuro-Psychiatric Examination (1 original copy) (for employment of casual, permanent and security force)		Accredited Psychological Institute		
6. Drug Test (1 original copy) (optional)		Accredited Clinics		
7. Individual Treatment Record (ITR) Form (1 original copy) (optional)		RHU III		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.3 Issue queuing number and check the requirements	None	3 Minutes	Lady Philina Duque Nurse III (RHU III)
	1.4 Fill out the ITR/EMR	None	5 Minutes	Jennifer Tabuga Nurse II (RHU III)
2. Proceed to Consultation Area	2.3 Conduct medical consultation and evaluate laboratory results ***If there is no laboratory result, issue request	None	5 Minutes	Dr. Roland M. Agbuya Rural Health Physician (RHU III)
3. Proceed to digital registration area	3.2 Encode to electronic medical record and Endorse documents to consultation room	None	5 minutes	Ivan Ace Carino Admin Aide/Data Encoder (RHU III)



4. Received order of payment	4.1 Issue order of payment	None	2 Minutes	Lady Philina Duque <i>Nurse III</i> (RHU III) Jennifer Tabuga <i>Nurse II</i> (RHU III)
5. Pay the required fees	5.1 Process payment and issue official receipt	P80.00	5 Minutes	Angel Grace Beralde <i>Medical Technologist,</i> <i>Designate RCC</i> (RHU III)
6. Present official Receipt and receive Medical Certificate	6.1 Release Signed Medical Certificate. Instruct client to sign in Medical Certificate Receiving Logbook	None	5 Minutes	Dr. Roland M. Agbuya <i>Rural Health Physician</i> (RHU III)
	Total:	P80.00	30 Minutes	



7. General Consultation (For Emergency Cases)

Out-Patient Medical Consultation is conducted daily Monday to Friday, 8:00 AM– 5:00 PM. The Rural Health Unit caters to both pediatric and adult patients, as well as pregnant women.

Office or Division:	Rural Health Unit III			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued identification card		National Agency		
2. Community Service Card (CSC)		LGU - LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present patient for initial assessment	1.1 Conduct a rapid assessment	None	20 Minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i>
	1.2 Apply first aid (if time permits) while calling for an ambulance	None		
	1.3 Refer the patient immediately to the nearest hospital	None		
	Total:	None	20 Minutes	



8. General Consultation (For Non- Emergency Cases)

Out-Patient Medical Consultation is conducted daily Monday to Friday, 8:00 AM– 5:00 PM. The Rural Health Unit caters to both pediatric and adult patients, as well as pregnant women

Office or Division:		Municipal Health Office, Rural Health Units II and III		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Result (if available) (1 original copy)		RHU		
2. Booklet Ni Nanay (if pregnant) (1 original copy)		Barangay Health Station		
3. Valid government issued ID, PHIC card, Community Service Card		National Agency, LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present patient for initial assessment	1.1 Receive requirements and conduct initial assessment and issue queuing number	None	2 Minutes	Lady Philina Duque <i>Nurse II (RHU III)</i> Jennifer Tabuga <i>Nurse II (RHU III)</i> Junel Lee Fernandez <i>Nurse I (RHU III)</i>
	1.2 Call the patient as per queuing priority. Interview and fill-out the ITR/ encode in the EMR	None	10 Minutes	Lady Philina Duque <i>Nurse II (RHU III)</i> Jennifer Tabuga <i>Nurse II (RHU III)</i> Junel Lee Fernandez <i>Nurse I (RHU III)</i>
2. Proceed to Consultation Area	2.1 Review the clinical history and conduct physical examination	None	20 minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i>



	2.2 Endorse patients to laboratory (if necessary)	Refer to table below for Laboratory Fees	5 Minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i>
	2.3 Prescribe appropriate medicines and refer to the pharmacy	None	5 Minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i>
3. Proceed to pharmacy	3.1 Prepare and dispense the prescribed medicines	None	15 minutes	Marie Rose Ferrer <i>Pharmacist (RHU III)</i>
	3.2 Give final instructions and health teachings to the patient	None	5 minutes	
	Total:	Refer to the table below for Laboratory Fees	1 Hour, 2 Minutes	

Available Test in the Facility and Pricelist	
Laboratory Test:	Amount
1. Hematology	PHP 150.00
2. Blood Typing	PHP 200.00
3. Serology	
• Hepa B Screening Test (HbsAg Test)	PHP 250.00
• Syphilis Test	PHP 250.00
• Hepatitis A Virus Serology Rapid Test	PHP 250.00
• HIV Rapid Test- No charge for PLHIV/PTB/PREGNANT	
4. Urinalysis	PHP 90.00
5. Fecalalysis	PHP 85.00
6. Clinical Chemistry	
• Lipid Profile	PHP 600.00
• Cholesterol	PHP 150.00
• Triglycerides	PHP 150.00
• Uric Acid	PHP 150.00
• Blood Urea Nitrogen	PHP 150.00



• Creatinine • Fasting Blood Sugar/Random Blood Sugar • Electrolyte • SGPT/AST • SGPT/ALT • Hemoglobin AC (HbA1C)	PHP 150.00 PHP 150.00 PHP 600.00 PHP 150.00 PHP 150.00 PHP 1000.00
7. Pregnancy Test	PHP 100.00
8. Dengue Duo	PHP 1000.00
9. Dengue NS1 Antigen- (No charge. Logistics from DOH)	
10. Vaginal Gram Stain (Nugent Scoring Method in 010)	
11. Acid Fast Bacilli Smear	PHP 100.00 (No charge for DOTS patients)
12. Gram Stain	PHP 150.00
13. Oral Glucose Tolerance Test	PHP 700.00
14. Fecal Occult Blood Test	PHP 150.00
15. Covid-19 Rapid Antigen Test • No charge for close contact/suspect/symptomatic • PHP 900.00 for Work/travel purposes	
16. KOH Smear	PHP 200.00
17. HbA1C	PHP 1000.00
18. Oral Glucose Tolerance Test	



9. Issuance of Health Certificate

Rural Health Unit Issuance of Health Certificate is a requirement in the issuance of business permits and serves as a certification or proof that an individual, particularly those involved in the food industry or food-related businesses, complies with hygiene standards. The observation of good environmental sanitation and illness-free business employees prevent the occurrence of sanitation-related illness and disease outbreak.

Office or Division:	Rural Health Unit III				
Classification:	Simple				
Type of Transaction:	G2B – Government to Business				
Who may avail:	All business establishments within Bayambang				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Food Handlers					
4. Urinalysis (1 original copy)			RHUs		
5. Fecalalysis (1 original copy)			RHUs		
6. Chest X-ray (1 original copy)			Hospitals		
Industrial/Non-Food Workers					
3. Chest X-Ray (1 original copy)			Hospitals		
4. Complete Blood Count (1 original copy)			RHUs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements	1.1 Receive all requirements and issue queuing number	None	5 Minutes	Russel Valdez <i>RSI I</i> (RHU III)	
	1.2 Interview and fill-out the ITR/encode in the EMR	None	5 Minutes	Russel Valdez <i>RSI I</i> (RHU III)	
	1.3 Take the vital signs	None	5 Minutes	Lady Philina Duque <i>Nurse III</i> (RHU III) Jennifer Tabuga <i>Nurse II</i> (RHU III)	
	1.4 Advise client to pay; issue charge slip	None	1 minute	Russel Valdez <i>RSI I</i> (RHU III)	
2. Pay the required fees	2.1 Process payment and issue official receipt	Refer to the table below	5 minutes	Angel Grace Beralde <i>Medical Technologist,</i>	



				<i>Designate RCC (RHU III)</i>
3. Proceed to Consultation Area	3.1 Conduct physical exam, analyze diagnostic results then sign Health Certificate	None	20 minutes	Dr. Roland M. Agbuya <i>Rural Health Physician (RHU III)</i>
4. Receive the health certificate and sign in the receiving logbook	4.1 Issue signed Health Certificate	None	2 Minutes	Russel Valdez <i>RSI I (RHU III)</i>
	Total:	Refer to the table below	43 Minutes	

Type of Service	Amount
Sanitary Permit	150.00
Complete Blood Count	150.00
Urinalysis	90.00
Fecal analysis	85.00
Chest X-ray Result	Done outside



SPECIAL ECONOMIC ENTERPRISE



1. Public Market Stall Collection

This is to ensure the Collection of fees are systematic within the Public Market of Bayambang.

Office or Division:	Special Economic Enterprise			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Public Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of the previous payment (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the previous Official Receipt of payment	1.1 Check and verify the payment through individual stallholder's ledger	None	4 Minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)
2. Settle required payment and receive OR	2.1 Issue the OR	Refer to the latest Market Code	4 Minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)
	Total:	Refer to the latest Market Code of the municipality	8 Minutes	



2. Issuance and Securing Market Certification

This is to certify that the clients are a registered stallholder of Bayambang Public Market.

Office or Division:	Special Economic Enterprise				
Classification:	Simple				
Type of Transaction:	G2B – Government to Business				
Who may avail:	Public market stallholders				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Request Form (1 original copy)		Market Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit request form	1.1 Check and verify if the stall is operational or non-operational	None	5 Minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)	
	1.2 Prepare the certification	None	5 Minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)	
	1.3 Review and sign the certification	None	5 Minutes	Atty. Justine Alvarez OIC-S.E.E. (S.E.E.)	
2. Receive certification and sign in the logbook	2.1 Release the certification and advise client to sign in the logbook	None	5 Minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)	
	Total:	None	20 Minutes		



3. Market Stall Leasing Reservation, Application, and Awarding

This is to inquire if there are vacant Stall for Lease for Bayambang residents and other business sectors and awarding qualified stallholders in Bayambang Public Market.

Office or Division:	Special Economic Enterprise				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen; G2B – Government to Business				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Letter of intent (1 original copy)			Client		
2. Cash for deposit and advance payment			Client		
3. Business Permit Application Form (1 original copy)			MTO		
4. Application to Lease Form (1 original copy)			Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements and register to the interested applicant's logbook	1.1 Receive all requirements	None	5 minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)	
	1.2 Interview and screen applicant "First come first serve basis"	None	5 minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)	
2. Secure payment of 3 months advance 3 months deposit	2.1 Assess and process payment and issue the OR	Refer to the Market Code	5 minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)	
	2.2 Check the information in the application form for approval of the SEE Head	None	10 minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)	
	2.3 Prepare Contract of Lease	None	2 days	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)	
	2.4 Review and sign contract of lease	None		Hon. Mary Clare Judith Phyllis Jose-Quiambao	



				Municipal Mayor (Office of the Municipal Mayor) Atty. Justine Alvarez OIC-S.E.E. (S.E.E.) Charmaine Rose Bulalakaw Acting Municipal Treasurer (MTO)
	2.5 Advise the client to proceed to the BPLO	None	1 minute	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)
3. Receive a personal copy of the Contract of Lease and sign in the logbook	3.1 Release Contract of Lease and record in the logbook	None	2 minutes	Mercedes J. Serafica Admin. Assistant IV (Bookbinder) (S.E.E.)
	Total:	Refer to the Market Code	2 Days, 28 Minutes	



4. Market Stall's Contract of Lease (Renewal)

To facilitate the renewal of stall's contract of lease in Public Market Bayambang.

Office or Division:	Special Economic Enterprise				
Classification:	Simple				
Type of Transaction:	G2B – Government to Business				
Who may avail:	Registered Stallholders in Bayambang Public Market				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid ID (1 Original, 1 photocopy)			Post Office, DFA, SSS, GSIS, Pag-IBIG		
2. Old Contract (1 Original)			Applicant/ Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements	1.1 Evaluate the requirements presented and check the client's ledger to update payments	None	10 Minutes	Mercedes J. Serafica <i>Admin. Assistant IV (Bookbinder) (S.E.E.)</i>	
	1.2 Prepare contract	None	2 Days	Mercedes J. Serafica <i>Admin. Assistant IV (Bookbinder) (S.E.E.)</i>	
	1.3 Review and sign the contract	None		Hon. Mary Clare Judith Phyllis Jose-Quiambao <i>Municipal Mayor (Office of the Municipal Mayor)</i> Atty. Justine Alvarez <i>OIC-S.E.E. (S.E.E.)</i> Charmaine Rose Bulalakaw <i>Acting Municipal Treasurer (MTO)</i>	
2. Receive contract of lease and sign in the logbook	2.1 Release the Contract of Lease and record in the logbook	None	3 Minutes	Mercedes J. Serafica <i>Admin. Assistant IV (Bookbinder) (S.E.E.)</i>	
	Total:	None	2 Days, 13 Minutes		



5. Calibration of Weighing Scale

This is to ensure that all monitoring and measuring tools and equipment are calibrated.

Office or Division:	Special Economic Enterprise			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Weighing Scale up to 200 kg.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the weighing scale	1.1 Record the following details: • Weighing Scale Unit # • Location • Owner • Calibration Date • Next Calibration Date • Calibration performed by Calibration Technician	None	5 Minutes	Hipolito L. Perlac <i>Admin. Asst. IV (S.E.E.)</i>
2. Pay required fees	2.1 Process payment and issue OR	Refer to the Market Code	5 Minutes	Hipolito L. Perlac <i>Admin. Asst. IV (S.E.E.)</i>
	2.2 Perform calibration	None	30 Minutes	Jermy Jeff J. Salo <i>RCC I (S.E.E.)</i>
3. Receive the calibrated weighing scale and sign in the logbook	3.1 Release the calibrated weighing scale and record in the logbook	None	2 Minutes	Jermy Jeff J. Salo <i>RCC I (S.E.E.)</i>
	Total:	Refer to the latest Market Code of the municipality	42 Minutes	



6. Entry of Livestock

All livestock for slaughtering shall undergo necessary inspection upon entry by meat inspector/s or personnel-on-duty and shall be subjected to at least 6 hours resting time before slaughter. Entry time starts at 11:00am until 10:00pm daily for hogs and 11:00am to 8:00pm for large animals.

Office or Division:	Municipal Slaughterhouse			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
Who may avail:	Meat Vendors, Livestock Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification of the Barangay Chairman (if backyard) or		Punong Barangay		
2. Veterinary Health Certificate from the origin of the livestock specifically for hogs		Provincial/City/Municipal Veterinarian		
3. Certificate of Ownership or Transfer of Ownership for large cattle		Owner/Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register livestock	1.1 Receives and evaluates the requirements.	None	2 Minutes	Dindo J. Buraga <i>Administrative Aide I (Cattle) / Personnel on-duty (Hogs)</i>
	1.2 Conduct animal observation/inspection	None	1 Minute	Lloyd M. Junio <i>Administrative Aide I (Cattle) / Personnel on-duty (Hogs)</i>
	1.3 Record animal entry in the logbook	None	1 Minute	<i>Personnel on-duty (Hogs & Cattle)</i>
	1.4 Place animal in the holding pen	None	3 Minutes	<i>Personnel on-duty (Hogs & Cattle)</i>
	Total:	None	7 Minutes	
*Does not include waiting time.				



7. Slaughtering of Livestock

All kinds of meat to be sold at the Bayambang Public Market, and other meat shops within Bayambang shall be subjected to thorough inspection by meat inspectors prior to its release from the Slaughterhouse. Time schedule for the slaughter of livestock shall be from 5:00pm to 10:00pm for large animals. Slaughtering of hogs starts at 1:00am to 5:00am.

Office or Division:	Municipal Slaughterhouse			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2B – Government to Business			
Who may avail:	Meat Vendors, Livestock Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Meat Inspection Certificate		Meat Inspector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in of Butchers	1.1 Makes butcher sign in the Attendance Record Book	None	1 Minute	Letecia B. Coderis <i>Administrative Aide</i> (Mun. Slaughterhouse)
2. Present livestock for slaughter	2.1 Conducts ante-mortem inspection	None	1 Minute (per head)	Lloyd M. Junio <i>Administrative Aide I / Meat Inspector</i> (Mun. Slaughterhouse)
3. Slaughter of animals	3.1 Supervises butchering	None	3 Hours	Lloyd M. Junio <i>Administrative Aide I / Meat Inspector</i> (Cattle) (Mun. Slaughterhouse) Roberto D. Benitez <i>Meat Inspector</i> (Hogs) (Mun. Slaughterhouse)
	3.2 Weighs meat carcass	None	1 Minute	Rolando A. Gabat, Jr. <i>Administrative Aide</i> (Cattle) (Mun. Slaughterhouse) Alfonso J. Buraga, III <i>Administrative Aide</i> (Hogs) (Mun. Slaughterhouse)



	3.3 Records in the Matanza Logbook	None	30 Minutes	Jonathan F. Salazar <i>Administrative Aide</i> (Mun. Slaughterhouse)
	3.4 Makes post-mortem inspection	None	2 Minutes (per head)	Roberto D. Benitez <i>Meat Inspector</i> (Mun. Slaughterhouse)
	3.5 Makes markings/branding "inspected and passed" on meat	None	1 Minute	Juanito M. Ignas, Jr. <i>Administrative Aide I</i> (Mun. Slaughterhouse)
	3.6 Issue Meat Inspection Certificate	None	1 Minute	Roberto D. Benitez <i>Meat Inspector</i> (Mun. Slaughterhouse)
	3.7 Submit Matanza report to SEE (Public Market)	None	5 Minutes	Jonathan F. Salazar <i>Administrative Aide</i> (Mun. Slaughterhouse)
4 Pay corresponding fees	4.5 4.1 Advise client to proceed to the Market Office for payment of fees	Refer to the latest Market Code	1 Minute	Jermy Jeff J. Salo <i>RCC I</i> (S.E.E.)
	Total:	Refer to the latest Market Code	3 Hours, 43 Minutes	



INTERNAL SERVICES



BIDS AND AWARDS COMMITTEE



1. Preparation of Procurement Documents

Covers projects for Php 400,000.00 above.

Office or Division:	Bids and Awards Committee			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Goods and Services:				
1.	Purchase Request (3 original copies)	Client		
2.	Certification on Appropriations, Funds, and Obligation of Allotment (CAFOA) (3 original copies)	Client		
3.	Project Procurement Management Plan (PPMP) (3 original copies)	Client		
4.	Approved Budget for the Contract (ABC) (3 original copies)	Client		
5.	Technical Specification / Terms of Reference (3 original copies)	Client		
For Civil Works				
1.	Purchase Request and CAFOA (3 original copies)	Client		
2.	Project Procurement Management Plan (PPMP) (3 original copies)	Client		
3.	Approved Budget for the Contract (ABC) (3 original copies)	Client		
4.	Technical Specification / Terms of Reference (3 original copies)	Client		
5.	Construction Methods (3 original copies)	Client		
6.	Detailed Engineering Design (3 original copies)	Client		
7.	Detailed Cost Estimate (3 original copies)	Client		
8.	Individual Program of Works (3 original copies)	Client		
9.	Time Schedule/ Gantt Chart (3 original copies)	Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit procurement document	1.1 Receive, review, and record details of the procurement documents	None	20 working days and maybe extended only once for the	Stephany J. Caragan BAC Secretariat, Head (BAC)



	1.2 Consolidate purchase request with similar items to be procured (maximum of 10 PRs)	None	same number of days	Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	1.3 Set the timeline - procurement schedule/ activities	None		
	1.4 Prepare a communication letter for the conduct of the Pre-Procurement Conference	None		
	1.5 Review and sign the Pre-Procurement Conference letter of invitation	None		Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	1.6 Disseminate the Pre-Procurement Conference letter to BAC, End User, and Finance Committee thru DMS	None		Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i> Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
2. Receive invitation and attend Pre-Procurement Conference	2.1 Conduct Pre-Procurement Conference	None		Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	2.2 Prepare minutes of meeting of Pre-Procurement Conference	None		Mary Rose R. Aquino <i>Supervising Administrative Officer (Mun. Acctg. Office)</i>
	2.3 Prepare Invitation to Bid (ITB) and bidding documents	None		Engr. Jojo J. De Guzman <i>Engineer II (MEO)</i>
	2.4 Review and approve the ITB	None		Engr. Bernadette D. Mangande



	and bidding documents			BAC Chairperson (MEO)
	2.5 Publish the approved ITB	None		Stephany J. Caragan BAC Secretariat, Head (BAC)
	2.6 Prepare a communication letter for the conduct of the Pre-Bid Conference	None		Jan Andrea M. Dacones Admin. Aide III (BAC)
	2.7 Review and sign the Pre-Bid Conference letter of invitation	None		Engr. Bernadette D. Mangande BAC Chairperson (MEO)
	2.8 Disseminate the Pre-Bid Conference letter to BAC, End User, and LFC, thru DMS, COA and Observers thru e-mail/face-to-face (hard copy)	None		Stephany J. Caragan BAC Secretariat, Head (BAC)
				Jan Andrea M. Dacones Admin. Aide III (BAC)
3. Receive invitation and attend Pre-Bid Conference	3.1 Conduct Pre-Bid Conference	None		Engr. Bernadette D. Mangande BAC Chairperson (MEO)
	3.2 Prepare Supplemental Bid Bulletin, (if needed)	None		Stephany J. Caragan BAC Secretariat, Head (BAC)
4. Receive, countersign and return the supplemental bid bulletin	4.1 Forward to the end user for review and countersign	None		Jan Andrea M. Dacones Admin. Aide III (BAC)
	4.2 Receive the countersigned supplemental bid bulletin from the end user	None		
	4.3 Sign and approve the supplemental bid bulletin	None		Engr. Bernadette D. Mangande BAC Chairperson (MEO)



	4.4 Prepare Minutes of Meeting of Pre-Bid Conference	None		Mary Rose R. Aquino <i>Supervising Administrative Officer</i> (Mun. Acctg. Office)
	4.5 Prepare a communication letter for the conduct of the Bid Opening	None		Stephany J. Caragan <i>BAC Secretariat, Head</i> (BAC) Jan Andrea M. Dacones <i>Admin. Aide III</i> (BAC)
	4.6 Review and sign the Bid Opening letter of invitation	None		Engr. Bernadette D. Mangande <i>BAC Chairperson</i> (MEO)
	4.7 Disseminate the Bid Opening letter to BAC, End User, and LFC, thru DMS, COA and Observers thru e-mail/face-to-face (hard copy)	None		Jan Andrea M. Dacones <i>Admin. Aide III</i> (BAC)
	4.8 Stamp receive the sealed bidding documents from the interested bidders	None		Stephany J. Caragan <i>BAC Secretariat, Head</i> (BAC)
5. Attend the Bid Opening	5.1 Conduct Bid Opening	None		Engr. Bernadette D. Mangande <i>BAC Chairperson</i> (MEO)
	5.2 Prepare the Abstract of Bids as Read	None		Christine P. Artacho <i>Administrative Officer IV</i> (MBO)
	5.3 Prepare minutes of meeting of the Opening of Bids	None		Mary Rose R. Aquino <i>Supervising Administrative Officer</i>



				(Mun. Acctg. Office)
	5.4 Prepare a transparency letter to all bidders who submitted their bid proposal	None		Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i> Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.5 Sign the transparency letter			Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i>
	5.6 Send the transparency letter to bidders thru e-mail	None		Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.7 Conduct bid evaluation & prepare bid evaluation report	None		Flexner De Vera <i>Municipal Accountant (Mun. Acctg. Office)</i>
	5.8 Prepare BAC Resolution adopting bid evaluation	None		Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i> Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.9 Sign and approve BAC Resolution adopting bid evaluation	None		Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	5.10 Prepare a letter for the Lowest Calculated Bid and	None		Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i> Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>



	5.11 Sign the letter for the Lowest Calculated Bid	None		Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	5.12 Send the Lowest Calculated Bid letter thru e-mail	None		Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.13 Conduct Post-Qualification & prepare post-qualification report	None		Flexner De Vera <i>Municipal Accountant (Mun. Acctg. Office)</i>
	5.14 Prepare BAC Resolution adopting post-qualification	None		Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i> Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.15 Sign and approve BAC Resolution adopting post-qualification	None		Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	5.16 Prepare a letter for the Lowest Calculated Responsive Bid	None		Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.17 Sign the letter for the Lowest Calculated Responsive Bid	None		Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	5.18 Send the Lowest Calculated Responsive Bid letter thru e-mail	None		Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.19 Prepare BAC Resolution recommending approval	None		Stephany J. Caragan <i>BAC Secretariat, Head</i>



	5.20 Sign and review the BAC Resolution recommending approval			Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	5.21 Sign and approve the BAC Resolution recommending approval			Hon. Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor (Office of the Municipal Mayor)</i>
	5.22 Prepare and issue the Notice of Award (NOA) and Notification to the losing bidder	None		Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i>
	5.23 Forward the NOA to the Municipal Administrator's Office	None		Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.24 Review and countersign the NOA	None		Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator (Office of the Mun. Admin.)</i>
	5.25 Sign and approve the NOA	None		Hon. Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor (Office of the Municipal Mayor)</i>
	5.26 Sign and approve the Notification to the losing bidder	None		Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	5.27 Send the NOA thru e-mail/face to face (hard copy) and notification to the losing bidder thru e-mail	None		Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i>



	5.28 Post the Notice of Award (NOA) on the PhilGEPS Website and on the Website of the Procuring Entity	None		Jan Andrea M. Dacones <i>Admin. Aide III (BAC)</i>
	5.29 Prepare the Contract of Agreement and PO	None		
	5.30 Contact and require the winning bidder to provide Performance Security and receive and sign the Contract of Agreement	None		Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i>
	5.31 Forward to the Municipal Administrator and HoPE for their review and signature	None		Jan Andrea M. Dacones <i>Admin. Aide III BAC (BAC)</i>
	5.32 Prepare the NTP	None		
	5.33 Forward to the Municipal Administrator and HoPE for their review and signature	None		
	5.34 Review and countersign the NTP	None		Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator (Office of the Mun. Admin.)</i>
	5.35 Sign and approve the NTP	None		Hon. Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor</i>



				(Office of the Municipal Mayor)
	5.36 Contact the winning bidder to receive the NTP and PO	None		Stephany J. Caragan BAC Secretariat, Head (BAC)
	5.37 Post the NTP on the PhilGEPS Website and on the Website of the Procuring Entity	None		Jan Andrea M. Dacones Admin. Aide III (BAC)
6. Receive the documents including attachments	6.1 Release a copy of all documents including attachments to the end user and advise them to contact the winning bidder for scheduling of delivery	None		Jan Andrea M. Dacones Admin. Aide III (BAC)
	Total:	None	20 Days	



2. Procurement for other Modes of Procurement

Covers projects for Php 400,000.00 below.

Office or Division:	Bids and Awards Committee		
Classification:	Highly Technical		
Type of Transaction:	G2G- Government to Government		
Who may avail:	End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Small Value Procurement			
1. Approved Purchase Request (3 original copies)		Client	
2. Certification on Appropriations, Funds and Obligation of Allotment (CAFOA)		Client	
For Direct Contracting			
1. Approved Purchase Request (3 original copies)		Client	
2. Certification on Appropriations, Funds and Obligation of Allotment (CAFOA) (3 original copies)		Client	
3. Certificate of Exclusive Distributorship (1 certified true copy)		Supplier	
4. Aftersales, Warranty or Contract (1 certified true copy)		Supplier	
For Lease of Venue and Real Property			
1. Approved Purchase Request (3 original copies)		Client	
2. Certification on Appropriations, Funds and Obligation of Allotment (CAFOA) (3 original copies)		Client	
3. Terms of Reference (TOR) (1 original copy)		Client	
For Scientific, Scholarly, or Artistic Work, Exclusive Technology, and Media services			
1. Approved Purchase Request (3 original copies)		Client	
2. Certification on Appropriations, Funds and Obligation of Allotment (CAFOA) (3 original copies)		Client	
3. BAC Resolution recommending negotiated procurement for Scientific, Scholarly, or Artistic Work, Exclusive Technology, and Media services		BAC Secretariat	
For Agency to Agency			
1. Approved Agency Procurement Request (1 original copy)		Client	



2. Approved Purchase Request (3 original copies)		Client		
3. Certification on Appropriations, Funds and Obligation of Allotment (CAFOA) (3 original copies)		Client		
4. Certificate of Availability of Stocks (CAS) (1 original copy)		DBM		
5. Stamped Received Agency Procurement Request (APR)		DBM		
1. For Emergency Procurement				
2. Approved Purchase Request (3 original copies)		Client		
3. Certification on Appropriations, Funds and Obligation of Allotment (CAFOA) (3 original copies)		Client		
4. Emergency Certificate signed by the Head of Procuring Entity (HoPE) (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit procurement documents	1.1 Receive, review, and record details of the procurement documents	None	5 Minutes	Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i>
	1.2 Prepare the Request for Quotation (RFQ)	None	15 Minutes	
	1.3 1.3 Send directly the RFQ to at least three (3) suppliers of known qualifications for SVP.	None	5 Minutes	
	1.3.1 (If) the RFQs involving ordinary or regular office supplies and equipment, PhilGEPS publication may be dispensed if the amount does not	None		



	exceed PhP 200,000.00			
	1.4 Wait for the supplier's response for the send-out RFQ	None	-	Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i>
	1.5 Published in the PhilGEPS website if the amount of the request exceeds PhP 200,000.00.	None	5 Days	
	1.6 Validate the technical, legal, and the financial documents submitted by the suppliers that submit their quotations.	None	1 Day	
	1.7 Prepare Abstract of Canvass from the Request for Quotation gathered	None	20 Minutes	
	1.7.1 For RFQs involving ordinary or regular office supplies and equipment, the BAC Secretariat prepares an Abstract of Canvass upon receipt of at least three (3) quotations indicating the names of those who responded to the RFQ, their corresponding price quotations,		20 Minutes	



	and the lowest calculated quotation submitted			
	1.7.2 For RFQs involving emergency purchases/unforeseen contingencies, no abstract of canvass is required, the BAC Secretariat may directly validate the technical, legal, and the financial competence of the supplier			Stephany J. Caragan <i>BAC Secretariat, Head (BAC)</i>
	1.8 Sign and approve the Abstract of Canvass	None		
	1.9 Prepare BAC Resolution	None	10 Minutes	
	1.10 Review and sign the BAC Resolution	None	1 Day	Engr. Bernadette D. Mangande <i>BAC Chairperson (MEO)</i>
	1.11 Forward the BAC Resolution to the Office of the Mayor	None	5 Minutes	Sheryl S. Soriano <i>Admin. Aide III (BAC)</i>



	1.12 Sign and approve the BAC Resolution	None	-	Hon. Mary Clare Judith Phyllis Jose- Quiambao (Office of the Municipal Mayor)
	1.13 Prepare the PO	None	30 Minutes	Stephany J. Caragan BAC Secretariat, Head (BAC)
	1.14 Forward the PO to the Office of Municipal Administrator	None	5 Minutes	Sheryl S. Soriano Admin. Aide III (BAC)
	1.15 Sign and approve the PO	None	-	Atty. Rodelynn Rajini S. Vidad Municipal Administrator (Office of the Municipal Admin.)
	1.16 Send the approved PO to the winning supplier for signature	None	1 Day	Stephany J. Caragan BAC Secretariat, Head (BAC)
	1.17 Wait for the signed PO from the supplier	None	-	
	1.18 Issue purchase number and date on the approved PO	None	5 Minutes	
	1.19 Inform end user to contact supplier for delivery schedule	None	2 Minutes	
	1.20 Encode the PO into the system for the print-out of the AIR	None	1 Hour	
2. Receive procurement documents	2.1 Release the procurement documents	None	5 Minutes	
	Total:	None	8 Days, 1 Hour, 52 Minutes	



GENERAL SERVICES OFFICE



1. Issue Requisitioned Supplies Service

Used by the Requisitioning Office to request supplies/goods/ equipment/property carried in stock for the Supply or Property Division/Unit to issue the items requested.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	LGU Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Issue Slip Form (3 original copies)		End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out RIS Form	1.1 Receive the RIS form	None	1 Minute	Mae Ann Vocal <i>Admin Aide</i> (GSO)
	1.2 Review the requested supplies if included in their submitted APP-CSE / Non-CSE	None	2 Minutes	Chinita S. De Vera <i>GSO Head</i> (GSO)
	1.3 Prepare the requested supplies	None	25 Minutes	Janice A. Pelagio <i>Admin Aide</i> (GSO)
2. Receive the supplies and sign the RIS and other needed signatures	2.1 Release the supplies	None	5 Minutes	Janice A. Pelagio <i>Admin Aide</i> (GSO)
Total:		None	33 Minutes	



2. Acceptance and Inspection Report (AIR)

An inspection is made when accepting the purchased parts or subcontract goods, bidded supplies, including raw materials and parts necessary for production activities, from suppliers.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR)		End User		
2. Duly Accomplished Purchased Order (P.O) (Signed by Admin., Supplier with PO Number and PO Date.)		Bids and Awards Committee		
3. Delivery Receipt		Supplier		
4. Sales Invoice		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Duly Accomplished PR and PO	1.1 Check the system and print the AIR	None	2 Minutes	Vanessa G. Reyes <i>Admin. Aide III</i> (GSO)
2. Inform the General Service Office on the delivery of supplies	2.1 Convene the Acceptance and Inspection Team - GSO-Acceptance - Accounting Office-Inspection - IAS- observer	None	3 Minutes	Mark C. Monderin <i>Admin. Assistant III</i> (GSO)
	2.2 Proceed to delivery area and verify P.O details/Sales Invoice as to quantity and quality	None	1 Hour	Mark C. Monderin <i>Admin. Assistant III</i> (GSO) Rex S. Soriano <i>Admin. Aide I</i> (GSO) Jao-Rey H. Perez <i>Admin. Aide III</i> (GSO)
3. Forward the AIR with supporting documents duly signed by the accounting office	3.1 Receive and sign the AIR with supporting documents	None	3 Minutes	Chinita S. De Vera <i>GSO HEAD</i> (GSO) Mark C. Monderin <i>Admin. Assistant III</i> (GSO)
	Total:	None	1 Hour, 8 Minutes	



3. Issuance of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS)

The Supply or Property Unit shall use PAR to record the issued PPE to end user. It shall be maintained by the fund cluster.

ICS is a form used by the Supply and/or Property Custodian to issue tangible items amounting to less than P50, 000.00 to end-users to establish accountability over them.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order		End User		
2. Sales Invoice		Supplier		
3. Serial number, Brand, Item Description (found in the delivered items)		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved purchase order and the name of the accountable office/officer	1.1 Prepare PAR - 50,000.00 above/ ICS - 49,999.00 below	None	3 Minutes	Mary Ann Veloria Admin. Assistant VI (GSO)
2. Sign the PAR/ICS by the accountable officer	2.1 Approve the PAR/ICS	None	1 Minute	Chinita S. De Vera GSO HEAD (GSO)
	2.2 Put a Sticker for Property Tagging	None	1 Minute	Mylin D. Taliño Admin. Aide IV (GSO)
3. Receive the PAR/ICS	3.1 Release 3 original copies of PAR/ICS	None	1 Minute	Mary Ann Veloria Admin. Assistant VI (GSO)
	Total:	None	6 Minutes	



4. Issuance of Waste Material Report

The Waste Material Report (WMR) shall be used by the Supply or Property Custodian to report all waste materials previously taken up from the book of accounts as assets or in his/her custody so that they may be properly disposed and derecognized from the book of accounts.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Waste Materials		End User		
2. Unserviceable Certification for IT Equipment and Vehicles		ICTO/ Motorpool		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender waste materials to the GSO Office	1.1 Prepare WMR	None	3 Minutes	Mylin D. Taliño <i>Admin. Aide IV (GSO)</i>
	1.2 Check the condition of the unserviceable unit	None	2 Minutes	Mark C. Monderin <i>Admin. Assistant III (GSO)</i>
	1.3 Approve the WMR	None	1 Minute	Chinita S. De Vera <i>Head, GSO (GSO)</i>
	1.4 Put sticker on waste materials surrendered	None	1 Minute	Mary Ann Veloria <i>Admin. Assistant VI (GSO)</i>
	1.5 Store in the warehouse	None	2 Minutes	Jayson B. Ellorza <i>Admin. Aide II (GSO)</i>
2. Receive WMR	2.1 Released signed WMR	None	1 Minute	Jao-Rey H. Perez <i>Admin. Aide III (GSO)</i>
	Total:	None	10 Minutes	



5. Periodic Maintenance Service of Municipal Vehicles

Systematic program for routine check-ups, inspections, parts replacement, and keeping municipal vehicles in optimal condition, preventing unexpected breakdowns.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Maintenance (RFM) Form		End User		
2. Pre-Post Maintenance Inspection Form		GSO/ Motorpool		
3. Spare parts/ materials		End User		
4. History Repair		GSO/ Motorpool		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the government – issues vehicle to the Motorpool Section for Periodic Maintenance Service	1.1 Record in the logbook	None	5 Minutes	Marc D. Junio <i>Mechanic</i> (GSO)
	1.2 Fill out Forms • Pre-repair/ maintenance inspection form • Request for maintenance form • List the materials needed for PMS	None	15 Minutes	Marc D. Junio <i>Mechanic</i> (GSO)
	1.3 Conduct Periodic Maintenance Service	None	6 Hours	Dennis V. Basilio <i>Mechanic</i> (GSO)
	1.4 Verification of Work Performed (Conduct road test)	None	30 Minutes	Dennis V. Basilio <i>Mechanic</i> (GSO)
	1.5 Fill out form • Post repair/ maintenance	None	20 Minutes	Marc D. Junio <i>Mechanic</i> (GSO)



	inspection form			
	1.6 Prepare history repair	None	5 Minutes	Rex S. Soriano <i>Admin. Aide I</i> (GSO)
	1.7 Inform the end user for the result through text/phone call	None	10 Minutes	Marc D. Junio <i>Mechanic</i> (GSO)
2. Record in the logbook the work performed	2.1 Give end user the client satisfactory survey for monitoring and process improvement	None	5 Minute	Marc D. Junio <i>Mechanic</i> (GSO)
	Total:	None	7 Hours, 30 Minutes	



6. Building Repair and Maintenance

This service covers all the Minor Repair and Maintenance of Local Government Unit (LGU) buildings and ancillaries.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (if any)		Requesting department		
2. Filled out request for repair form		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for repair	1.1 Received request Assessment of work request	None	4 Hours minor repair/ maintenace	Marc D. Junio <i>Mechanic</i> (GSO)
	1.2 Approve the request	None		Chinita S. De Vera <i>GSO Head</i> (GSO)
	1.3 Conduct site validation Assessment of work to be made	None		Luisito Vallo <i>GSO Plumber</i> (GSO)
	1.4 For minor repair Check availability of materials at the warehouse	None		Luisito Vallo <i>GSO Plumber</i> (GSO)
	1.5 For major repair Forward to engineering for technical preparation of work	None		Luisito Vallo <i>GSO Plumber</i> (GSO)
	1.6 Conduct repair/ maintenance	None		Luisito Vallo <i>GSO Plumber</i> (GSO)
	1.7 Validation of repair/ maintenance	None		Luisito Vallo <i>GSO Plumber</i> (GSO)
	1.8 Record in the logbook of the work performed	None		Jao Rey Perez <i>GSO Staff</i> (GSO)



2. Filled out client satisfactory survey form	2.1 Give the client satisfactory survey for monitoring and process improvement	None		Jao Rey Perez GSO Staff (GSO)
	Total:	None	4 Hours	



HUMAN RESOURCE MANAGEMENT OFFICE



1. Application for Leave

The Application for leave shall cover all employees to take time to rest and re-energize which can result in stress reduction and improve mood, benefiting staff morale and high performance.

Office or Division:	Human Resource Management Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	All LGU Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Filled-out Application for Leave Form (CS Form no. 6, revised 2020) (1 original copy)			HRM Office or respective offices		
2. Medical certificate (for sick leave exceeding 5 days, rehabilitation, special leave benefit for women) (1 original copy)			Hospitals, Rural Health Units, Private clinic		
3. Doctor's certificate/ ultrasound (for maternity leave) (1 original copy)			Doctors/ Private Clinic		
4. Birth Certificate/ Medical Certificate/ Marriage Contract- (any proof for paternity leave) (1 photocopy)			Local Civil Registry/ Doctors		
5. Solo parent ID Card (for Solo parent leave) (1 photocopy)			MSWD Office		
6. BPO/ TPO/ PPO (for VAWC leave) (original copy)			Barangay/ Justice court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements	1.1 Receive and evaluate all requirements	None	5 Minutes	Beverly J. Abalos Admin. Aide III (HRMO)	
	1.2 Assess the validity and types of leave	None	5 Minutes	Beverly J. Abalos Admin. Aide III (HRMO)	
	1.3 Compute/ post as to availability of leave credits	None	10 Minutes	Beverly J. Abalos Admin. Aide III (HRMO)	
	1.4 Sign and approve the leave form	None	5 minutes	Atty. Melinda Rose R. Fernandez MGDH I (HRMO) (HRMO)	
	1.5 Forward the application to the Administrator's Office for countersign and Office of the	None	2 Minutes	Sheryl R. Duquez Admin. Aide I (HRMO)	



	Mayor for approval			
	1.6 Sign and approve the leave form	None	-	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator (Office of the Municipal Admin.)</i> Hon. Mary Clare Judith Phyllis Jose- Quiambao <i>Municipal Mayor (Office of the Municipal Mayor)</i>
	1.7 Receive the approved leave form	None	3 Minutes	Sheryl R. Duquez <i>Admin. Aide I (HRMO)</i>
	1.8 Inform the client thru phone call/DMS of the availability of the approved leave form	None	3 Minutes	Sheryl R. Duquez <i>Admin. Aide I (HRMO)</i>
2. Receive the approved leave form	2.1 Release the approved leave form	None	1 Minute	Sheryl R. Duquez <i>Admin. Aide I (HRMO)</i>
	Total:	None	34 Minutes	



2. Issuance of Various Certifications

Local Government Unit Employees and former employees may request from the HRMO copies of service records, certificates of employment, and other certifications and personnel records needed for whatever legal purpose these documents may serve.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All LGU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Request Slip (1 original copy)		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out request slip	1.1. Receive the filled-out request slip and check from the master list of employees	None	7 Minutes	Beverly J. Abalos <i>Admin. Aide III (HRMO)</i>
	1.2. Print the requested certification and forward to HRMO head for approval	None	5 Minutes	Beverly J. Abalos <i>Admin. Aide III (HRMO)</i>
	1.3. Review and approve the requested certification	None	5 Minutes	Atty. Melinda Rose R. Fernandez <i>MGDH I (HRMO) (HRMO)</i>
2. Receive the requested certification	2.1. Release certification	None	3 Minutes	Beverly J. Abalos <i>Admin. Aide III (HRMO)</i>
Total:		None	20 Minutes	



3. Monetization of Leave Credits

Officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous, who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a minimum of ten (10) days.

OFFICE or DIVISION:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		LGU Permanent and Casual employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for monetization approved by LCE or Municipal Administrator (Request Letter) (1 original copy)		Client		
2. Application for Leave (CSF No. 6, revised 2020) (1 original copy)		HRM Office or respective office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter	1.1 Receive approved request letter	None	5 Minutes	Rosario I. De Leon <i>Admin. Officer V (HRMO III) (HRMO)</i>
	1.2 Instruct client to fill out leave form to be signed by their respective department head	None		Rosario I. De Leon <i>Admin. Officer V (HRMO III) (HRMO)</i>
	1.3 Compute the monetary equivalent of leave to be monetized	None	5 Minutes	Rosario I. De Leon <i>Admin. Officer V (HRMO III) (HRMO)</i>
	1.4 Forward to Budget office for budget appropriation	None	5 Minutes	Edward A. Dulay <i>Admin. Asst. I (HRMO)</i>
	1.5 Wait for the MBO certificate of availability of appropriation/ non-appropriation	None	-	MBO
	1.6 (If) Appropriation is available -	None	5 Minutes	Edward A. Dulay <i>Admin. Asst. I (HRMO)</i>



	forward to Accounting Office Appropriation is not available – Inform the client thru text/phone call			
	1.7 Transmit to the accounting office for preparation of disbursement voucher	None	2 Minutes	Edward A. Dulay <i>Admin. Asst. I</i> (HRMO)
	Total:	None	22 Minutes	



4. Application for Terminal Leave

This process pertains to request for appropriated funds for the benefits of employees who were resigned, retired, and separated in the service.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Retired/resigned/separated permanent and casual LGU employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent approved by LCE (1 original copy)		Client		
2. Clearance from GSIS and other Government Financial Institutions (1 original copy)		Government Service Insurance System (GSIS), LBP, DBP, HDMF (Pag-Ibig)		
3. Property and Money Accountability, Legal Clearance (1 original copy)		HRMO		
4. Application for Leave (CSF No. 6, revised 2020) (1 original copy)		HRMO or respective office		
5. Leave Card (1 original copy)		HRMO		
6. SALN Form (revised January 2015) (1 original copy)		Downloaded to CSC https://csc.gov.ph/downloads/category/224-statement-of-assets-liabilities-and-net-worth-saln-form		
7. Service Record (1 original copy)		HRMO		
8. Ombudsman Clearance (1 original copy)		Office of the Ombudsman		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Review the submitted requirements	None	8 Minutes	Rosario I. De Leon Admin. Officer V (HRMO III) (HRMO)
	1.2 Compute the monetary equivalent of total leave credits	None	10 Minutes	Rosario I. De Leon Admin. Officer V (HRMO III) (HRMO)
	1.3 Forward to the accounting office and attach all required documents	None	5 Minutes	Rosario I. De Leon Admin. Officer V (HRMO III) (HRMO)
2. Receive information on the status of the	2.1 Inform the client thru text/phone call on the status	None	2 Minutes	Rosario I. De Leon Admin. Officer V (HRMO III) (HRMO)



terminal leave application	of the terminal leave application			
	Total:	None	25 Minutes	



5. GSIS, Pag-Ibig, and PhilHealth Membership Enrollment

For employees to avail the benefits and privileges of being a GSIS member.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Newly appointed Permanent and Casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (PDS) (CS Form No. 212, revised 2017) (1 original copy)		- Downloaded CSC Form https://csc.gov.ph/downloads/category/223-csc-form-212-revised-2017-personal-data-sheet		
2. Birth Certificate (1 original copy, 1 photocopy)		Local Civil Registry (LCR)/Philippine Statistics Authority (PSA)		
3. (for PhilHealth Membership Application)				
4. Marriage Certificate (1 original copy, 1 photocopy) (for PhilHealth Membership Application)		LCR/PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PDS	1.1 Assist the client with the online enrollment thru WEBmsp (GSIS system)	None	10 Minutes	Beverly J. Abalos <i>Admin. Aide III (HRMO)</i>
	1.2 Wait for the GSIS email of the client's GSIS number	None	-	Beverly J. Abalos <i>Admin. Aide III (HRMO)</i>
	1.3 Inform the client thru text/phone call of the availability of their GSIS number	None	2 Minutes	Beverly J. Abalos <i>Admin. Aide III (HRMO)</i>
2. Sign in the logbook and receive the GSIS number	2.1 Record in the logbook and release GSIS number or identification card	None	5 Minutes	Beverly J. Abalos <i>Admin. Aide III (HRMO)</i>
	Total:	None	17 Minutes	



INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE



1. Information Technology Service Requests (Non-Repair)

Requests for ICT services in use of ICT equipment but not due to malfunction that requires repair, including, among others, creation of accounts for LGU-managed systems, resetting of passwords for LGU-managed systems, use of audio-visual and videoconferencing equipment, installation of software, permission to install software not included in the list of allowed software, and access to additional websites.

Office or Division:	Information and Communications Technology Office			
Classification:	G2G – Government to Government			
Type of Transaction:	Simple			
Who may avail:	LGU Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Auxiliary Request (ID Production)				
1. Identification Card Request Form (ICRF) – BYB-ICT-F09		Client		
2. Old LGU ID (for current employee)		Client		
3. Affidavit of Loss (for current employee)		Client		
Access to additional applications or websites:		Document Management System (DMS) Request support https://dms.bayambang.gov.ph/admin/support/services/request/33		
4. Request of Access to Additional Applications or Websites – BYB-ICT-F03 (Online)				
Requests for NON-repair: DMS Request support		https://dms.bayambang.gov.ph/admin/support/service/request/31		
5. Generic ICT Technical Support Request Form – BYB-ICT-F02 (Online)				
6. Reset DMS password		https://dms.bayambang.gov.ph/recoverpassword		
7. Property Accountability Report (PAR) or Inventory Custodian Slip (ICS) of the equipment for repair		GSO		
Access to DMS		Client		
8. Valid email address				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	1.1 Receive request and check for completeness of information	None	10 Minutes	Armando V. Junio II Admin Aide III (ICTO)



	1.2 If required approval, Route the request to the ICTO Head,	None		
	1.2.1 Assess request and input approval	None		Ricky V. Bulalakaw <i>Head, ICTO (ICTO)</i>
	1.3 Assign request to the accountable ICT personnel	None		Armando V. Junio II <i>Admin Aide III (ICTO)</i>
	1.4 For Auxiliary Request (ID Production) Check the Identification Card Request Form if New, Update, Reprint, or Lost ID	None	2 Days	Joseph M. Tamondong <i>Admin Aide III (ICTO)</i> Jennylene M. Pagara <i>Admin Aide III (ICTO)</i>
	1.4.1 If new ID Check the ICRF for completeness of details, and produce the ID.			
	1.4.2 If update and reprint Client will return the old ID with ICRF and produce the ID	None		
	1.4.3 If Lost ID	None		



	Client will provide an affidavit of loss and ICRF, and produce the ID			
	1.5 For Access to Additional Applications or Websites Allow website in the firewall	None		Jezreel John J. Junio <i>Deputy Head, ICTO (ICTO)</i>
	1.6 Reset Password for M365, NAS, iBPLS, and iLGUS Reset the password and notify the client	None		For M365: Mary Joy M. Ferrer <i>Information Systems Analyst I (ICTO)</i> For NAS: Joshua R. Alvarez <i>Admin Aide III (ICTO)</i> For iLGUS: Jennylene M. Pagaran <i>Admin Aide III (ICTO)</i> For iBPLS: Jezreel John J. Junio <i>Deputy Head, ICTO (ICTO)</i>
	1.7 Access to DMS Allow access to DMS and assign a role.	None		Mary Joy M. Ferrer <i>Information Systems Analyst I (ICTO)</i>
	1.8 New Account for M365	None		



	Create an account in M365 Admin			
	1.9 Audio-visual and Video Conferencing Check the schedule and venue, and provide service to the client	None		Lloyd Neil P. Diaz <i>Sr. Admin Asst. I (ICTO)</i> Jennylene M. Pagara <i>Admin Aide III (ICTO)</i>
	1.10 For Acceptance/ Inspection of IT Equipment Join the inspection team to verify delivered items against the Purchase Order (PO) specifications	None		Armando V. Junio II <i>Admin Aide III (ICTO)</i> Joseph M. Tamondong <i>Admin Aide III (ICTO)</i> Kaemart C. Valera <i>Admin Aide (ICTO)</i> Arzley A. Peralta <i>Admin Aide (ICTO)</i>
	1.10.1 If the specifications match Initial the Acceptance and Inspection Report (AIR) and PO.	None		
	1.10.2 If the specifications do not match Coordinate with the client and	None		



	supplier regarding the discrepancy.			
	1.11 For configuration or installation of IT Equipment Coordinate with the client via the IT-TWG GC to bring the IT equipment with PAR/ICS to the ICT Office or go to the client's office for on-site technical support if necessary.	None		
2. Receive requested service	2.1 Notify the client of the completion of the request	None	5 Minutes	Armando V. Junio II Admin Aide III (ICTO)
	Total:	None	2 Days, 15 Minutes	



2. Repair of IT Equipment

Requests for repair of ICT equipment owned by the LGU.

Office or Division:	Information and Communications Technology Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Service for Repair - BYB-ICT-F04 (Online)		Online Form from Document Management System (https://dms.bayambang.gov.ph/admin/support/services/request/57)		
2. Property Accountability Report (PAR) or Inventory Custodian Slip (ICS) of the equipment for repair		GSO		
3. Warranty Certificate (if under warranty)		Client		
4. ICT Equipment Repair Logbook		ICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	1.1 Receive request and check for completeness	None	20 Minutes	Armando V. Junio II Admin Aide III (ICTO)
	1.2 Evaluate Request Read and verify the request and determine urgency; • High Urgency: Business-critical, stop operations, and frontline services (Assign immediately for prompt action) • Medium Urgency: Affects productivity, but work continues (Assign)	None		



	n and process accordingly). • Low Urgency: Minor inconvenience, no immediate impact (Assign and process depending on the demand and availability of ICTO technical staff). Once verified, the request status will be determined based on its level of urgency			
	1.3 For Network and Connectivity Perform the necessary troubleshooting based on the level of urgency.	None	6 Days	Lloyd Neil Diaz <i>Sr. Admin. Asst. I (ICTO)</i> Armando V. Junio II <i>Admin Aide III (ICTO)</i>
	1.4 Coordinate with the client via IT-TWG GC to bring the IT equipment with PAR/ICS to the ICT Office and log into the ICT Equipment Repair Logbook or on-site technical support.	None		Armando V. Junio II <i>Admin Aide III (ICTO)</i> Joseph M. Tamondong <i>Admin Aide III (ICTO)</i> Kaemart C. Valera <i>Admin Aide (ICTO)</i> Arzley A. Peralta <i>Admin Aide (ICTO)</i>
	1.4.1 If within warranty:	None		



	Return the IT equipment and advise the client to coordinate with BAC or the supplier for warranty repair.			
	1.4.2 If beyond warranty. Perform the necessary troubleshooting or repair based on the level of urgency.	None		
	1.5 Issuance of Recommendation for Declaration of Unserviceability of IT Equipment (<i>If needed</i>)	None		
	1.5.1 If the IT equipment is beyond repair Inform the client that the IT equipment is beyond repair or beyond useful life.	None		



	1.5.2 If the IT equipment has broken or damaged parts Inform the client that some components of the IT equipment are defective and need to be replaced.	None		
	1.6 Prepare Recommendation for Declaration of Unserviceability of IT Equipment.			
	1.7 Sign Recommendation for Declaration of Unserviceability of IT Equipment	None	5 minutes	Ricky V. Bulalakaw <i>Head, ICTO (ICTO)</i> Jezreel John J. Junio <i>Deputy Head, ICTO (ICTO)</i>
2. Receive requested service	2.1 Return IT equipment and issue certification to the client, if needed.	None	5 Minutes	Armando V. Junio II <i>Admin Aide III (ICTO)</i>
	Total:	None	6 Days, 30 Minutes	



MUNICIPAL ACCOUNTING OFFICE



1. Processing of Disbursement Voucher

This service covers the examination and validation of completeness and propriety of supporting documents related to procurement, in preparation of payment, adjustment of the recorded amount in the system, and disbursement of cash or checks for the payable and obligations of the local government unit (LGU).

Office or Division:	Municipal Accounting Office, Municipal Budget Office, and Municipal Treasury Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All procuring departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. CASH ADVANCES FOR TEV/REIMBURSEMENT OF TE/LIQUIDATION			
1.	Travel Order	Client	
2.	Communication Letter	Client	
3.	Itinerary of Travel	Client / Municipal Accounting Office	
4.	Certificate of Appearance	Client	
5.	Official Receipt	Client	
6.	Certification of Appropriations, Funds and Obligation of Allotment (CAFOA)	Municipal Budget Office	
7.	Disbursement Voucher	Client	
8.	Certificate of Travel Completed (Appendix B)	Client	
B. PURCHASES			
1.	Purchase Request	Client	
2.	CAFOA	Client	
3.	PhilGEPS/ Bids and Awards Committee (BAC) Resolution, if the transaction is more than 200,000.00	BAC	
4.	At least Three (3) Price Quotations from bona fide suppliers (1 for each supplier) (1 original or 1 e-copy)	BAC / Client	
5.	Emergency Purchase and Shopping A One (1) Price Quotation from bona fide suppliers (1 original)	BAC / Client	
6.	Abstract of Canvass	BAC / Client	
7.	Purchase Order (PO)	BAC / Client	
8.	Sales / Service Invoice (SI)	Supplier	
9.	Acceptance and Inspection Report	General Services Office (GSO)	
10.	Property Acknowledgement Report/ Inventory Custodian Slip for equipment	GSO	
11.	For meals: Attendance Minutes of the Meeting/ Programme of Event	End-User	



Pictures				
12. Filled-out Disbursement Voucher		End user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out DV or a PCV with complete required documents	1.1 Receive and verify the completeness of required documents	None	5 minutes	Dolly Mia I. Cayabyab Admin Aide VI (Mun. Acctg. Office)
	1.2 Check the accuracy of computations of all transactions, except meals	None	10 Minutes	
	1.2.1 If Meals	None	30 Minutes	
2. Receive the information on the inaccuracy of computation and requirements	2.1 (if) Incomplete requirements/inaccurate computations – return and inform the client	None	5 Minutes	Dolly Mia I. Cayabyab Admin Aide VI (Mun. Acctg. Office)
	2.2 Review and Sign the DV/PCV as to completeness of the required documents	None	10 Minutes	Flexner M. De Vera Municipal Accountant (Mun. Acctg. Office)
	2.3 Forward the verified DV/PCV along other attachments to the Accounting Staff for DV Numbering	None	5 Minutes	Hazel Masiglat Admin Aide (Mun. Acctg. Office)
	2.4 Forward the verified DV/PCV along other attachments to the Accounting Staff for the preparation and signing of Journal Entry Voucher in ECPAC System	None	5 Minutes	Rodney Q. Maniquez Admin Assistant I (Mun. Acctg. Office)
	2.5 Review and Sign the JEV	None	5 Minutes	Flexner M. De Vera Municipal Accountant



				(Mun. Acctg. Office)
	2.6 Forward JEV along other attachments to the Accounting Staff for the DMS	None	5 Minutes	Regina Cayabyab Admin Aide (Mun. Acctg. Office)
	2.7 Forward JEV along other attachments to the MTO for Check Preparation	None	5 Minutes	Sarah P. De Guzman Administrative Aide (MTO)
	2.8 Receive JEV along with other documents	None	5 Minutes	Jonathan H. Papio Admin. Aide III (MTO)
	2.9 Record in the computer, receive DV ledger and petty cash payment ledger	None	5 Minutes	
	2.10 Prepare and sign the check	None	10 Minutes	Ma. Lenie Espino Admin Assistant VI (MTO)
	2.11 Sign the check	None	-	Charmaine Rose C. Bulalakaw Acting Municipal Treasurer (MTO)
	2.12 Forward checks and vouchers to Municipal Administrator's Office or Municipal Mayor	None	5 minutes	Merly Malicdem Admin Aide III (MTO)
	2.13 Approve the checks and vouchers	None	-	Atty. Rodelynn Rajini S. Vidad Municipal Administrator (Office of the Mun. Admin.) Hon. Mary Clare Judith Phyllis Jose-Quiambao Municipal Mayor



				(Office of the Municipal Mayor)
	2.14 Forward checks and vouchers to Accounting Office	None	-	Rex Chico Admin. Aide I (Office of the Municipal Mayor)
	2.15 Receive approve checks and vouchers	None	2 Minutes	Lady Anne Razzel M. Purisima Senior Bookkeeper (Mun. Acctg. Office)
	2.16 Prepare accountant's advice (Landbank ACIC System)	None	5 Minutes	
	2.17 Sign and approve accountant's advice (We Access Landbank)	None	-	Flexner De Vera Municipal Accountant (Mun. Acctg. Office)
	2.18 Record in the ledger and forward checks and vouchers to MTO	None	5 Minutes	Lady Anne Razzel M. Purisima Senior Bookkeeper (Mun. Acctg. Office)
	2.19 Receive approved checks and vouchers from the Accounting Office	None	5 Minutes	Merly O. Malicdem Admin Aide III (MTO)
3. Claim checks or receive payment	3.1 Release checks	None	2 Minutes	
	Total:	None	2 Hours, 15 Minutes	



MUNICIPAL BUDGET OFFICE



1. Issuance of Certification of Availability on Appropriation

This service covers the certification of Municipal Budget Officer for the existence of available appropriation.

Office or Division:	Municipal Budget Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All LGU Employees and School Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Procurement		Requesting Office	
1. Purchase Request (PR) signed by Requesting Office (3 original copies)		Client	
2. Certification on Appropriations, Funds, and Obligation of Allotment (CAFOA) signed by Requesting Office (3 original copies)		Client	
3. Signed program of Works (POW) for Infra Projects (1 photocopy)		Client	
4. Duly Approved Budget Proposals/Training Design for Trainings and Seminars (1 photocopy)		Client	
5. Duly accomplished Pre-Repair Form for Repair of Municipal Vehicles (1 original copy)		GSO	
6. Certificate of Non-Availability of Stock (CNAS) for common use supplies (1 original copy)		GSO	
Payroll			
2. CAFOA signed by Requesting Office (3 original copies)		Client	
3. Signed Payroll (3 original copies)		Client	
4. Signed POW for Infra Projects (4 original copy)		Client	
5. Signed Authority to render for Overtime Pay (1 original copy)		Client	
6. Duly Approved Budget Proposals/Training Design for Trainings and Seminars (1 photocopy)		Client	
Terminal Leave Benefits/Monetization of Leave Credits			
2. Duly signed requirements entailed by Human Resource Management Office (HRMO) (1 original copy)		Client	
3. Duly signed computation of Leave Credits (1 original copy)		Client	



Donations and Financial Assistance						
1. CAFOA signed by Requesting Office (3 original copies)		Client				
2. MO Approved Request Letter for donations and financial assistance (1 original copy)		Client				
3. SB Resolution for Barangay Projects (Request Identified by SB/VMO) (1 original copy)		Client				
4. MSWDO Requirements for medical and burial assistance (AICS) (1 original copy)		MSWDO				
Travelling Allowance						
1. CAFOA signed by Requesting Office (3 original copies)		Client				
2. Duly signed Itinerary of Travel (3 original copies)		Client				
3. Approved Travel Order (1 original copy)		Client				
4. Certificate of Appearance, if reimbursement (1 original)		Client				
Trainings/Seminars funded by LGU						
1. Duly Approved Budget Proposals for Trainings and Seminars (1 photocopy)		Client				
2. Duly Approved Training Design		Client				
3. DILG Approved Authority to Conduct		Client				
4. Capacity Development Agenda		MPDO				
Utilities, Insurances, Registrations, and Subscriptions						
1. CAFOA signed by Requesting Office (3 original copies)		Client				
2. Billing Statement for Bills (1 original copy)		Client				
3. Communication Letter for Trainings and Seminars (1 photocopy)		Client				
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements		1.1 Receive and review the completeness submitted requirements		None	5 Minutes	Michelle P. Bautista Admin. Aide (MBO)
		1.2 Verify and determine the availability of appropriation within the released ARO		None	30 Minutes	Joy A. Claveria Admin. Aide (MBO) Christine P. Artacho



	1.2.1 (If insufficient), return and inform the client to prepare request for Augmentation of Appropriation approved by the Local Chief Executive	None	5 Minutes	<i>Admin. Officer V (MBO)</i> <i>Michael John P. Capudoy Admin. Asst III (MBO)</i>
	1.2.2 (If) not included in PPMP, advise the client to prepare Supplemental PPMP	None	2 Minutes	
	1.3 Encode in the system for PR control numbering	None	5 Minutes	
	1.4 Encode in the system for CAFOA numbering	None	5 Minutes	
	1.5 Sign and approve the CAFOA	None	5 Minutes	<i>Marie Christine Bautista Municipal Budget Officer (MBO)</i>
2. Receive information that PR and CAFOA has been forwarded to MTO	2.1 Inform the client thru DMS that the PR and CAFOA has been issued with control number	None	2 Minutes	<i>Joselito G. Casingal Admin. Asst. VI (MBO)</i>
	2.2 Record in the outgoing logbook and transmit hard copy to MTO	None	5 Minutes	
	Total:	None	1 Hour, 4 Minutes	



MUNICIPAL ENGINEERING OFFICE



1. Preparation of Detailed Engineering Design for In-house and Special Projects

The Municipal Engineering Office conduct site survey and actual measurement. Prepares detailed drawing plans, cost estimation, structural analysis, construction time schedule, general construction specifications, and other supporting documents.

Office Or Division:		Municipal Engineering Office		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		LGU Bayambang		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Concerned departments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Receive the request and conduct site validation	None	20 Days Highly Technical Transactions	Engr. Genuel C. Mabanglo <i>Engineer I (MEO)</i>
	1.2 Prepare report, Detailed Drawing Plans, POW, DUPA, ABC, General Construction Specifications, Construction Time Schedule (Gantt Chart), Construction Methodology, and PPMP	None		Engr. Genuel C. Mabanglo <i>Engineer I (MEO)</i>
2. Received report, Detailed Drawing Plans, POW, DUPA, ABC, General Construction Specifications, Construction Time Schedule (Gantt Chart), Construction Methodology, PPMP and forward documents to the LCE for approval	2.1 Submit report, Detailed Drawing Plans, POW, DUPA, ABC, General Construction Specifications, Construction Time Schedule (Gantt Chart), Construction Methodology, and PPMP to the client and advise them to forward	None		Maria Victoria D. Sendaydiego <i>Liaison Officer (MEO)</i>



	documents to the LCE for approval			
	2.2 Receive signed and approved Detailed Drawing POW, DUPA, ABC, General Construction Specifications, Construction Time Schedule (Gantt Chart), Construction Methodology and PPMP from the LCE	None		Engr. Genuel C. Mabanglo <i>Engineer I</i> (MEO)
	Total:	None	20 Days for Highly Technical	



OFFICE OF THE MUNICIPAL ADMINISTRATOR



1. Reservation of Balon Bayambang Events Center

Internal clients need to check the availability of the BBEC prior to approving the use of the Events Center as a venue for a certain activity or event.

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU Departments/Units/Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request through MS Outlook and Online Calendar	1.1 Check and approve the availability of the events center	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> <i>(Office of the Mun. Admin.)</i> Kristine Joy P. Castillo <i>Admin Aide III</i> <i>(Office of the Mun. Admin.)</i>
	1.2 Issue BBEC Reservation Form	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> <i>(Office of the Mun. Admin.)</i> Kristine Joy P. Castillo <i>Admin Aide III</i> <i>(Office of the Mun. Admin.)</i>
2. Fill out the BBEC Reservation Form and submit it to the Office of the Admin	2.1 Receive the BBEC Reservation Form	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> <i>(Office of the Mun. Admin.)</i> Kristine Joy P. Castillo <i>Admin Aide III</i> <i>(Office of the Mun. Admin.)</i>
	Total:	None	6 Minutes	



2. Issuance Of Fuel Slip

Each LGU Department has allotted budget for Fuel good for one (1) year. There are only three (3) authorized signatories to sign the fuel slip.

Office or Division:	Municipal Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Purchase Request		Client		
2. Accomplished and Signed CAFOA		MBO		
3. Driver's Trip Ticket and fuel slip		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Check the date covered by the Purchase Request and CAFOA	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.) Gerald D. Marcellana <i>Admin Aide III</i> (Office of the Mun. Admin.)
	1.2 Record in the logbook the fuel slip information	None	2 Minutes	Gerald D. Marcellana <i>Admin Aide III</i> (Office of the Mun. Admin.)
	1.3 Release the fuel slip and DTT	None	2 Minutes	Gerald D. Marcellana <i>Admin Aide III</i> (Office of the Mun. Admin.)
2. Fill out the Fuel Slip and Driver's Trip Ticket with the Department Head's signature and return it to the Office of the Administrator	2.1 Review and sign the fuel slip and DTT	None	2 Minutes	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator</i> (Office of the Mun. Admin.) Adrian O. Beltran <i>Admin. Asst. III</i>



				(Office of the Mun. Admin.)
3. Receive the fuel slip and DTT and proceed to the gasoline station for filling-up of gas	3.1 Issue signed driver's trip ticket and fuel slip and record in the logbook /excel file	None	2 minutes	Adrian O. Beltran Admin. Asst. III (Office of the Mun. Admin.) Gerald D. Marcellana Admin Aide III (Office of the Mun. Admin.)
	Total:	None	10 Minutes	



3. Preparing of Memorandum, Circulars, Executive Orders, Special Order, Office Order, and other reports and letters

These documents play crucial roles in maintaining effective communication, ensuring compliance with policies, and facilitating administrative processes within organizations and government entities.

Office or Division:		Municipal Administrator's Office			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government;			
Who may avail:		LGU Departments/Units/Sections			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Draft letter			Client		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	all	1.1 Receive, check, the completeness of the requirements	None	3 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.)
		1.2 Review, comment, and countersign the Memorandum, EO, OO, SO, Circulars and other letters	None	2 Days	Atty. Rodelynn Rajini S. Vidad <i>Municipal Administrator</i> (Office of the Mun. Admin.)
		1.3 Forward the documents to MO	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst.</i> (Office of the Mun. Admin.)
		1.4 Approve and sign the documents	None	-	Hon. Mary Clare Judith Phyllis Jose Quiambao <i>Municipal Mayor</i> (Office of the Municipal Mayor
		1.5 Receive the documents from MO	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst.</i> (Office of the Mun. Admin.)
		1.6 Apply sticker seal and record the document in the logbook/excel file	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> (Office of the Mun. Admin.)



	1.7 Inform the client thru text/phone call the availability of the documents	None	2 Minutes	Adrian O. Beltran <i>Admin. Asst. III</i> <i>(Office of the Mun. Admin.)</i>
2. Receive the document	2.1 Release and record in the logbook the documents	None	2 Minutes	Mariah Karen S. Junio <i>Technical Asst.</i> <i>(Office of the Mun. Admin.)</i>
	Total:	None	2 Days, 13 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Get client satisfaction and feedback slip which contains a unique reference code and the website where they may enter their feedback for every completed service. The reference code shall be unique for every completed service. 2. Log on to the website indicated in the client satisfaction and feedback slip. 3. Enter the reference code in the field and then click "Submit". 4. Enter your level of satisfaction and other feedback in the fields. 5. Review your responses for correction 6. Once you are satisfied with your input, click the "Submit Feedback" button.
How feedbacks are processed	Per Office 1. Each designated Client Service Officer (CSO) is responsible for reviewing their client satisfaction ratings and feedback form week. 2. The CSO shall review feedback responses that have responses of "3" (Neither Satisfied nor Dissatisfied) to determine opportunities for improvement or corrective action. 3. If warranted, the CSO shall coordinate with other LGU offices for improvements that require their action. LGU 1. The Information and Communications Technology Office (ICTO), as the process owner of the QMS Client Satisfaction Survey and Feedback Procedure, shall review the online Report of ARTA Client Satisfaction Surveys on a weekly basis. 2. For services that have average rating of "3.50": a. The ICTO shall forward list of client satisfaction surveys that have ratings of "3" (Neither Satisfied nor Dissatisfied) to determine opportunities for improvement. b. ICTO shall forward feedback with specific complaints or those that require action to the Office of the Municipal Administrator (as Head of the Feedback



	Response Team) via email to call the attention of the concerned office. c. The Municipal Administrator shall endorse the feedback requiring answer or action to the relevant office where they are required to answer within three (3) days of receipt of the feedback. d. The answer of the concerned office shall then be communicated to the client. 3. For services that have average rating of “2.50” or below with at least five (5) responses: a. ICTO shall recommend issuance of corrective action request to the Internal Quality Audit Team. b. The Internal Quality Audit Team shall follow its Corrective Action Procedure.
How to file a complaint	1. Fill out a Complaint Form (Citizen’s Charter Form 01 Complaint Form) 2. Submit the completed Complaint Form to the Public Assistance and Complaint Desk (PACD) through the Client Service Officer (CSO). 3. The PACD, through the Team Leader, shall receive the complaint and take appropriate and immediate action on the complaint. The complainant can also send a message thru the official websites of Balon Bayambang and Municipal Mayor. Balon Bayambang’s Official Website: https://www.facebook.com/BalonBayambang Municipal Mayor’s Official Website: https://www.facebook.com/therealninajosequiambao
How complaints are processed	1. Receive written complaint(s) made by clientele-complainants; 2. Determines the nature and magnitude of the complaint(s) and requested assistance then makes appropriate and immediate action to address the complaint/requested assistance; 3. Make referrals to the department/office concerned; 4. calls the attention of personnel complained of and lead in the conduct of a dialogue with the complainant for a possible amicable settlement, otherwise, the matter shall be referred to the Local Chief Executive for appropriate action.



Contact Information of Anti-Red Tape Authority (ARTA)	4th and 5th Floor NFA Building, NFA Compound, Visayas Avenue, QC Hotline: 888 Contact No.: (02) 8478-5091, 8478-5093, 8478-5099 For Smart/TNT/Sun: 09692577242, 0928-690-4080 Email: info@arta.gov.ph and complaints@arta.gov.ph Web: http://arta.gov.ph/fileacomplaint/complaint-form/
Contact Information of Contact Center ng Bayan (CCB)	Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide SMS/Text Access: 0908-881-6565 Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph Facebook page: www.facebook.com/contactcenterngbayan
Contact Information of Presidential Complaint Center (PCC)	Postal Service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila Email: pcc@malacanang.gov.ph Telefax - No. +63(2)-87368621 Telephone Numbers: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8621 +63(2)-8736-8629 Web: https://osetc.gov.ph/agency/presidential-complain-center-pcc/



LIST OF OFFICES AND THEIR CONTACT INFORMATION

Office	Address	Contact Information/ E-mail Address
Bayambang Poverty Reduction Action Team	1 st Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	E-mail Address: bpratstaff@bayambang.gov.ph
Bayambang Public Safety Office	2 nd Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1003 E-mail Address: bpsobayambang2026@gmail.com
Bids and Awards Committee	1 st Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: 0920-958-6615 E-mail Address bacstaff@bayambang.gov.ph
Business Permit and Licensing Office	1 st Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1011
Ecological Solid Waste and Management Office	Barangay Telbang, Bayambang, Pangasinan	E-mail Address: bayambangswm@gmail.com
General Services Office	1 st Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	E-mail Address: gsobayambang2017@gmail.com
Human Resource Management Office	2 nd Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	E-mail Address: hrmobayambang2020@gmail.com
Information and Communication Technology Office	2 nd Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	E-mail Address: ict@bayambang.gov.ph
Internal Audit Services Office	3 rd Floor, Internal Audit Services Office, Roxas	E-mail Address: internalauditstaff@bayambang.gov.ph



Office	Address	Contact Information/ E-mail Address
	Street, Barangay Zone II, Bayambang, Pangasinan	
Local Civil Registry Office	1 st Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1018 E-mail Address: malicdemi@bayambang.gov.ph
Mayor's Action Center	1 st Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: 0985-131-8905 E-mail Address: jhoniverba.09@gmail.com
Municipal Accounting Office	2 nd Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1030 E-mail Address: deveraf@bayambang.gov.ph
Municipal Agriculture Office	1 st Floor, Municipal Legislative Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1016 0970-374-0560 E-mail Address: municipalagriculture@bayambang.gov.ph
Municipal Assessor's Office	1 st Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1013 E-mail Address: assessorstaff@bayambang.gov.ph
Municipal Budget Office	2 nd Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	E-mail Address: bautistam@bayambang.gov.ph
Municipal Cooperative and Development Office	1 st Floor, Legislative Building Roxas Street, Zone II, Bayambang Pangasinan	E-mail Address: officemcdo@gmail.com
Municipal Disaster Risk Reduction and Management Office	Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: 0921-948-2622 (075) 632-7845



Office	Address	Contact Information/ E-mail Address
		E-mail Address: mdrrmcbayambang400@gmail.com
Municipal Engineering Office	Roxas Street, Barangay Zone II, Bayambang, Pangasinan	E-mail Address: mangandeb@bayambang.gov.ph
Municipal Legal Office	1 st Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: 0917-429-0524 E-mail Address: brillanteb@bayambang.gov.ph
Municipal Library	Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Numbers: 0946-479-2830 0930-896-9595 E-mail Address: librarybayambang@gmail.com
Municipal Nutrition Action Office	1st Floor ECCD Building, Barangay Magsaysay Bayambang, Pangasinan	Contact Numbers: 0977-342-8399 E-mail Address: buenov@bayambang.gov.ph
Municipal Planning and Development Office	2 nd Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1009 E-mail Address: mpdostaff@bayambang.gov.ph
Municipal Social Welfare and Development Office	Corner Mangga St., Barangay Magsaysay, Bayambang, Pangasinan	Contact Number: 0968-182-7017 E-mail Address: mswdo@bayambang.gov.ph
Municipal Tourism, Information and Cultural Affairs Office	2 nd Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1010 E-mail Address: tourismstaff@bayambang.gov.ph
Municipal Treasury Office	1 st Floor, Municipal Annex Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1012 E-mail Address:



Office	Address	Contact Information/ E-mail Address
		mtostaff@bayambang.gov.ph
Office of the Municipal Administrator	2 nd Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1001 E-mail Address: adminofficestaff@bayambang.gov.ph
Office of the Municipal Mayor	2 nd Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1000 E-mail Address: mayorsoffice@bayambang.gov.ph
Office of the Sangguniang Bayan	3 rd Floor, Municipal Legislative Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Numbers: (075) 633-1014 E-mail Address: camachoj@bayambang.gov.ph
Office of the Municipal Vice Mayor	3 rd Floor, Municipal Legislative Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Numbers: 0960-260-6090 0945-417-0338 (075) 633-1015 E-mail Address: sabanganic@bayambang.gov.ph
Public Employment Service Office	1 st Floor, Municipal Main Building, Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1008 E-mail Address: santosg@bayambang.gov.ph
Rural Health Unit I	Roxas Street, Barangay Zone II, Bayambang, Pangasinan	Contact Number: (075) 633-1002 0939-905-3162 E-mail Address: vallop@bayambang.gov.ph



Office	Address	Contact Information/ E-mail Address
Rural Health Unit II	Barangay Wawa, Bayambang, Pangasinan	Contact Number: (075) 634-6763 0946-030-0540 E-mail Address: estradaa@bayambang.gov.ph
Rural Health Unit III	Barangay Carungay, Bayambang, 2423 Pangasinan	E-mail Address: rhu3bayambang@gmail.com
Special Economic Enterprise	2nd Floor, Block III - New Building, Bayambang, Public Market, Rizal Avenue, Zone I, Bayambang, 2423 Pangasinan	E-mail Address: alvarezj@bayambang.gov.ph seestaff@bayambang.gov.ph



MUNICIPALITY OF BAYAMBANG

CERTIFICATE OF COMPLIANCE

Year: 2026

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Mary Clare Judith Phyllis Jose - Quiambao** Filipino, of legal age, **Local Chief Executive** of the **LGU Bayambang** the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **LGU Bayambang** including its **Thirty-Four (34) offices**, has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2026, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

☒	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
☒	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
☒	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
- e. List of Offices



MUNICIPALITY OF BAYAMBANG

- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

MARY CLARE JUDITH PHYLLIS JOSE-QUIAMBAO

Local Chief Executive
LGU Bayambang